

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	Q3 Performance	This Time Last Year	Benchmark	Commentary	Directorate
G1	The percentage of children achieving a Good Level of Development in the Early Years Foundation Stage	Bigger is better	62% (AY 2023/24)	2ppts	Annual	Annual	62% (AY 2023/24)	61% (AY 2022/23)	2023/24 AY: Regional 66% National 68%	Performance is on target and has improved one percentage point since last year.	People (Children and Education)
G2	Ensuring there are good quality childcare places for children 0-4 of working parents to take up their 30 hours funded place by September 2025 - Number of places	Bigger is better	457	5%	N/A	N/A	281 new places created	N/A	N/A	In Q3, 281 new places were created, 3 new settings opened, minimum of 146 places, and we funded 8 capital projects creating and additional 135 new places. In Q3 we funded 923 new places for under 2's and 1,029 2 year olds of working parents. We are on track to deliver the required new childcare places by year end. We have 3 new settings awaiting their Ofsted registration this quarter which will provide a further 120 places approximately. There is still spare capacity in the maintained nurseries and the Early Years team are supporting schools with developing 2 year old provision as well as working with a further 2 settings to create additional places with the capital funding.	People (Children and Education)
G3	To ensure that all working parents of children aged 4-11 have access to wraparound childcare during term if they require it - Number of new places created by September 2025	Bigger is better	1,444	5%	N/A	704	377 (337 new places were funded, 40 extended hours placed have been secured)	N/A	N/A	The target is made up of new places targets and extended places targets. The new places target was set by the DfE at 529 initially, and this has been reduced to 405. The extended places remains at 1,039. The new overall target has reduced from 1,568 to 1,444. We have received further applications for new place funding in the spring term however, the extended hours target remains exceptionally high and will not be met by September 2025. Schools have conducted their surveys of parental need and the they are reporting that there is not a demand to operate for the full hours of 8am-6pm and they see no need to change their delivery models. Schools have said they will survey their parents annually and consider extending the opening hours if there is sufficient demand to make it financially sustainable. This is a common pattern that has been reported by other local authorities in the West Midlands. Currently in Sandwell there is sufficient after school childcare for parents who require it.	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)	59% (AY 2023/24)	56% (AY 2022/23)	2023/24 AY Provisional Regional: 59% National: 60%	Performance now in line with target based on revised performance tables data. Performance is in line with regional comparators.	People (Children and Education)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	This Time Last Year	Benchmark	Commentary	Directorate
G5	Educational Attainment Sandwell All Pupils - KS4 attainment of English and maths at Grade 5 or above	Bigger is better	40% (AY 2023/24)	3ppts	Annual	Annual	35% (AY 2023/24 Provisional)	35% (AY 2022/23)	2023/24 AY: Regional: 42% National: 46%	Available data (currently unvalidated) indicates that Sandwell school performance at KS4 English and Maths at grade 5 or above still remains below National figures, with the gap similar to previous years (currently -11%). Performance in English was at grade 5 or above was 55%, 15% above that in maths at 40% , with outcomes in English demonstrating an improving trend. Improving attainment in both subject areas remains a priority, but particularly in maths. Sandwell is one of 24 areas across the Country identified for Priority Education Investment Area (PEIA) funding which aims to improve outcomes for our young people at both key stages 2 and 4, with one strand of this for maths. With this funding ending in 2025, we are looking at what support can be provided moving forwards. Maths Hubs (a network to develop and spread excellent practice) will continue to support all eligible schools.	People (Children and Education)
G27	Percentage LA disadvantaged pupils Nationally at KS4 attainment of English and maths at Grade 5	Bigger is better	24% (AY 2023/24)	1ppt	Annual	Annual	23% (AY 2023/24 provisional)	23% (AY 2022/23)	2023/24 AY provisional Regional: 26% National: 26%	Available data (currently unvalidated) indicates performance is one percentage point below target.	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)	48% (AY 2023/24)	46% (AY 2022/23)	2023/24 AY Regional: 48% National: 46%	Performance is above target and is in line with the regional figure, and above the national figure.	People (Children and Education)
G9	Rate of Children on a Child Protection Plan at period end (Rate per 10,000)	Smaller is better	45	<55.0%, >45.0	51.3	46.6	37.3	59	SN Average 50.2 England 41.6	The number of Children on a Child Protection Plan (PI4) continues to decrease further to 324 at end December 2024, this is also 177 Children less on a CP Plan in comparison to December 2023 at a current rate of 37.3 per 10,000, this is below March 2024 Statistical Neighbour Average (50.2) and England Average (41.6). The number of children subject to CP plans and exits continues to be monitored closely by both the operational teams and safeguarding unit. Between the 1st and 31st December 2024: •24 children had CP Plans initiated •46 children had their CP Plans ended The decrease in the number of child protection plans reflects the impact of ongoing training related to STAR (our partnership practice model/framework) and our approach to risks. The work within Operations and Safeguarding Services has focused on frontloading processes and ensuring in the majority of situations, assessments are thoroughly completed, with a clear understanding of family circumstances before deciding on child protection interventions. This ensures that only the appropriate children are receiving interventions under child protection plans.	People (Children and Education) (SCT)
G10	Rate of Children in Care at period end (Rate per 10,000)	Smaller is better	94	<100.0, >94.0	96.8	95.2	93.9	97.7	SN Average 95.2 England Average 70	The number of children we care for has decreased from 830 to 815 over the last month, it is now slightly lower the same period in the previous year (829). The current rate of children we care for is now at 93.9 per 10,000 which is below SN Average of 95.2 (updated to March 2024).	People (Children and Education) (SCT)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	This Time Last Year	Benchmark	Commentary	Directorate
G11	% of CYP that have had 3 or more placement moves in the last 12 months	Smaller is better	9%	<12.0%, >9.0%	11.70%	10.60%	9.70%	9.20%	SN Average 9.8% England Average 10%	Children % of Children we Care for that have had 3 or more placement moves in the last 12 months has decreased slightly (improved) from 10.6% in September 2024 to 9.7% in December 2024, this equates to 79 Children who have 3+ moves in last 12 months, now in line with 2024 SN average and below England Average. 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) (SCT)
G12a	Number of children and young people engaging in council led activities across Sandwell via Go Play, SHAPE and Child Friendly Sandwell Activity	Bigger is better	Go Play 20% annual target population 5-12yrs (7760) Qtr. 3 – 24 % (1,862) HAF 25% annual target population 4yrs-16yrs (23,000) (unique participants) Qtr. 3 25% (5,750) SHAPE 7% annual target population 4-25yrs (6429) Qtr. 3 14%	5%	GP 1,840	GP 5,478	GP 3,081	N/A	N/A	For Go Play we have met the target for Q3 and already met the cumulative target for the year.	People (Children and Education)
					HAF 6,814	HAF 12,519 (759 SEND)	HAF 4,083 (369 SEND)			For HAF, whilst we have not met the target in Q3, the cumulative target for the year has already been met. The winter HAF periods are not as well attended as other times in the year	
					SHAPE 699	SHAPE 4,719	1,263			For Shape, events/projects this quarter included the Anti-bullying Roadshow, the Leaders Takeover Challenge, the Shape Youth forum, Safeguarding and Transition Days and Shaping Youth Voice sessions. Child Friendly Sandwell activity included UK Parliament Week and the My Place Programme funded through Sandwell Cultural Education Partnership working directly with schools on a creative world building project with a local Sandwell based artist.	
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 : Q3- 168 Reach of Declared SEND Young People aged 11-25yrs : Q3- 43 Engagement of Young People aged 11-19yrs through Detached Youth Work : Q3- 2054	5%	Reach of Young People: 639 Reach of Declared SEND Young People: 110 Engagement of Young People through Detached Youth Work: 2578	Reach of Young People: 592 Reach of Declared SEND Young People: 41 Engagement of Young People through Detached Youth Work: 2984	Reach of Young People: 489 Reach of Declared SEND Young People: 75 Engagement of Young People through detached Youth Work: 2590	N/A	N/A	The new youth bus has been supporting youth work sessions which has engaged more and new young people across the borough. There has been an increase in Young people with SEND accessing youth provision.	People (Children and Education)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	This Time Last Year	Benchmark	Commentary	Directorate
G13	Under 16 issue figures (physical & electronic to include books, audiobooks, magazines & comics)	Bigger is better	73,907	5%	41,501	49,601	39,496	73,731	N/A	This quarter's outturn is down against target. However, in Q3 and Q4 last year (against which this target was set) the measure was calculated differently. The actual target for Q3 and Q4 should have been 38,045 which would make performance 'green' this quarter. This is set against a book budget that has been cut to 33% of pre-Covid amount. Library service delivery to children is as expected, which is evidenced by increased attendance at class visits, children's activities (as below) and increased number of active users aged 0-5.	Place (Environment)
G14	The number of free activities for children in libraries	Bigger is better	1,767 each quarter	5%	1,839	2,190	2,041	N/A	N/A	Ahead of target due to increased activity focused at children as previous quarters.	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%	22.39%	24.60%	N/A	The current rate of permanent vacancies equates to 22.39% which is 41.87 Social Workers - to note 28.4 of these vacancies are covered by agency social workers	People (Children and Education) (SCT)
G18	Early Help - Number of Children/Young People receiving intervention	Within the range	900-1200	<=10%	1,103	873	905	1,061	Q4 2023/24: Regional average: 1,295	The data is reviewed regularly in the Additional Family Help Operational Group (previously known as EH Operational group). Hypothesis's are being considered, one being that partners feel that the workforce are more confident at intervening at the earliest opportunity and hence supporting sooner, slowing the need for multi-agency early help. This is being tested through dip sample and analysis and further hypothesis will be shared in due course.	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%	77.70%	84%	Statistical Neighbour Average – 83.7% West Midlands Average – 83.4% England Average – 84.5%	The percentage of single assessments completed within 45 working days has increased this quarter by 4.4 percentage points to 77.7% (within contract tolerance). 241 of 310 assessments were in timescale in December 2024 this means that 69 assessments were over 45 working days. In December 2024 performance in relation to new assessments slightly decreased to 77.8% (200/257), with a significant increase in review assessments on current open children 77.4% (43/51). The teams' performance is under close monitoring and review, with a focus on those teams who have a higher number of assessments that fall outside the target. These teams have newly appointed managers tasked to support and manage individual workers to drive improvements in overall performance.	People (Children and Education) (SCT)
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)	7% (AY 2023/24)	5% (AY 2022/23)	2023/24 AY: Regional: 7% National: 9%	Updated to revised data in Q3. Data for 2023/24 indicates a 2 percentage point improvement from last year bringing performance to 2 percentage points below national and 1 percentage point above the target of 6%.	People (Children and Education)
G23	Attainment rates for those with EHCP attainment 8 (KS4)	Bigger is better	14.0 (AY 2023/24)	1 points	Annual	Annual	12.7 (AY 2023/24 Provisional)	13.2 (AY 2022/23)	2023/24 AY provisional: Regional: 12.2 National: 14.2	The service has undertaken a data cleaning exercise to ensure that current data is of accurate. This has been completed and there is confidence that current outturns are correct; however, there is less confidence in last year's figures. Based on provisional data, Sandwell school performance for attainment 8 for young people with EHCPs is above regional average, but attainment remains below national average. Attainment rates for those with SEN Support attainment 8 (KS4) is also below regional and national averages. This is due to a number of factors, including the number of young people with SEN Support who are below the national average.	People (Children and Education)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	This Time Last Year	Benchmark	Commentary	Directorate
G25	Attainment rates for those with SEN Support attainment 8 (KS4)	Bigger is better	31 (AY 2023/24)	1 point	Annual	Annual	28.6 (AY 2023/24 Provisional)	29.8 (AY 2022/23)	2023/24 AY provisional: Regional: 32 National: 33.1	<p>due to a variety of factors, one being the numbers of young people who have been issued with EHCPs but are not yet able to be placed in the most appropriate setting to meet their needs. Sufficiency work (making sure we have the right number of places in the local area) is on-going to make improvements in this area and is part of the wider SEND transformation work. (add roughly how many?). Another factor is the provision of the Inclusive learning service, that focuses on work with primary schools, but less on work with secondary schools.</p> <p>The Council has been proactive in promoting the benefits of the Priority Education Investment Area (PEIA) initiative and 18 of the 20 schools eligible have been involved, but the level of engagement over the course of the initiative has varied depending on the time of the year and different school priorities. In terms of LA SEND Transformation and improvement work (an example being the SEND Leaders Network) the level of engagement is variable. There are 9 out of 20 schools who are fully engaged and attend/participate in this work. As a result of a communication and engagement effort, the attendance at the last meeting increased by three schools. There are plans to improve communication with SENCOs from next half term and the Inclusion Advisor will be visiting the five secondary schools who have not engaged at all</p>	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)	21% (AY 2023/24)	20% (AY 2022/23)	2023/24 AY: Regional: 22% National: 26%	Updated to revised data in Q3. data for 2023/24 indicates a 1 percentage point improvement from last year which is in line with the target of 21%. Regional performance improved by 1 percentage point and National performance improved by 2 percentage points.	People (Children and Education)
G28	% EHCP 20 week completion rate, including exceptions	Bigger is better	45% (2024 calendar year)	5ppts	N/A	N/A	33.1% (December 2024)	32.2% (2023)	2023 calendar year Regional: 48.4% National 48.4%	<p>The service has undertaken a data cleaning exercise to ensure that current data is of accurate. This has been completed and there is confidence that current outturns are correct; however, there is less confidence in last year's figures.</p> <p>The number of EHCP's has increased significantly over the last year and therefore meeting targets has become increasingly difficult. However, resource has now been secured and performance is improving; the figure in November was 18% so has already improved by year end.</p>	People (Children and Education)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	This Time Last Year	Benchmark	Commentary	Directorate
G29	% of 16s and 17s not in employment, education or training/not known (NEET/NK)	Smaller is better	2.7%	5%	2.60%	5.90%	7.30%	Q2 4.8% Q3 4.8%	Quarter 3 National 6.3% W Midlands 6.8% Statistical Neighbours 8.0% Black Country 11.8%	The %NEET/NK is typically higher in Q2/Q3 compared to Q1/Q4 as summer school/college leavers leave one destination and are not yet confirmed to have started their next destination. Of the two components NEET is 1.9% and NK is 5.4%. The NK figure is higher than Q3 last year. This is because for Sandwell residents attending non Sandwell schools, we have been proactive in tracking destinations in the past. This year an external contractor did this for us but did not perform as well as in house, so we will be undertaking this ourselves again next year. In light of underperformance, remedial action has been taken. An engagement officer was appointed through external funding to conduct outreach and home visits to confirm destinations. The remedial action is working and the December figure is already down to 3.2%. We expect further progress in the next 3 months. We believe we are on track to be in quintile 1 for %NEET/NK performance in England, but cannot confirm at this point if we will meet the year-end target.	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)	24.2% (2023/24)	N/A	2023/24: Regional: 23.4% National: 22.1%	The number of children in Reception who are overweight or obese has increased since the previous year. This has also been the case nationally (21.3% last year) and regionally (22.2% last year). National analysis has highlighted the persistent inequalities that exist in child obesity with children from the most deprived areas of England being twice as likely to be living with obesity compared with those from the least deprived areas. With regards to ethnic group, there continues to be considerable variation in obesity prevalence across ethnic groups. The Public Health Team are taking a proactive, evidence approach to reducing obesity in local communities focused on improving healthy eating and encouraging exercise. Source: Public Health Outcomes Framework	People (Public Health)
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)	44.6% (2023/24)	N/A	2023/24: Regional: 38.4% National: 35.8%	The number of children in Year 6 who are overweight or obese has decreased since the previous year. This is also the case nationally (36.6% last year) and regionally (39.3% last year). National analysis has highlighted the persistent inequalities that exist in child obesity with children from the most deprived areas of England being twice as likely to be living with obesity compared with those from the least deprived areas. With regards to ethnic group, there continues to be considerable variation in obesity prevalence across ethnic groups. The Public Health Team are taking a proactive, evidence approach to reducing obesity in local communities focused on improving healthy eating and encouraging exercise. Source: Public Health Outcomes Framework	People (Public Health)
G33	18-24 claimant count in receipt of universal credit (18-24) (employment is high, but so is claimant count compared to others so this is where we need to focus)	Smaller is better	N/A	N/A	9.3% (June 2024)	10% (September 2024)	10.1% (December 2024)	9.2% (December 2024)	December 2024: Regional: 7.6% National: 5.4%	The 18-24 claimant count has increased slightly since last quarter and has increased since this time last year. This mirrors the picture regionally and nationally, both of which have increased since this time last year from 6.8% and 5%, although the increase has been steeper in Sandwell. Source: Nomis	

Corporate Performance Report 2024/25

Living in Sandwell											
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	This Time Last Year	Benchmark	Commentary	Directorate
L2	NI195 - Improved street and environmental cleanliness	Smaller is better	litter: 2.50%	5%	6% (Dec - Mar 23/24)	5% (Apr - July 24/25)	3.5% (Aug - Nov 24/25)	6%	N/A	This PI is reported over 3, 4 month periods over the financial year. Whilst the target was not met for 3 of the 4 areas, there has been an improvement over the previous period for litter, detritus and graffiti. Earlier in 2024, performance had been impacted by issues with sweeper age and availability in addition to issues with weed spraying and growth trapping detritus. Serco have now addressed this and have been able to redirect crews to address litter and have also invested in quad bikes to do some of the weed spraying. Performance should improve further next quarter and into next financial year.	Place (Environment)
			detritus: 6.50%		17% (Dec - Mar 23/24)	11.50% (Apr - July 24/25)	7.5% (Aug - Nov 24/25)	9%			
			graffiti: 1.50%		3% (Dec - Mar 23/24)	2.50% (Apr - July 24/25)	1.5% (Aug - Nov 24/25)	1%			
			fly-posting: 0%		0.5% (Dec - Mar 23/24)	0.50% (Apr - July 24/25)	0.5% (Aug - Nov 24/25)	0%			
L6	Make safe hazardous waste on public (contract maintained) land within 4 hours and remove within 24 hours	Bigger is better	90%	5%	95.88%	85.60%	81.03%	83.64%	N/A	58 Hazardous waste calls in this quarter of which 47 of them cleared within 4 hours with 11 jobs failing due to access, and required equipment to collect. However overall, the number of cases are down from Q2 (107) and Q1 (102). During these cases of hazardous waste, measures were taken to ensure members of the public were kept safe at all times.	Place (Environment)
L7	Remove fly tips on public (contract maintained) land within 24 hours	Bigger is better	90%	5%	93.71%	95.49%	92.80%	91.04%	N/A	The number of fly tips remain extremely high with 2,555 fly tips cleared through this period with only 184 not cleared within 24 hours, mainly due to access or equipment required to do so.	Place (Environment)
L8	The number of new trees planted	Bigger is better	514	5%	208	220	250	N/A	N/A	Target for this quarter has not been achieved due to all resources being diverted to the storm Darragh clean up. These numbers will be made up in the next quarter with some large-scale tree planting in Tanhouse open space and Churchfield playing fields.	Place (Environment)
L9	The number of missed bins (not remedied within 24 hours) per 100,000 collections	Smaller is better	NA - Information only	N/A	900 (42.57%)	495 (29.86%)	920 (44.77%)	N/A	N/A	Missed collections in this quarter are mainly down to vehicle and staff availability. Resources are being moved from day to day to keep missed collections as low as possible.	Place (Environment)
L11	The number of Friends Groups in parks working in Partnership with The Council	Bigger is better	13	(1 group)	13	13	13	10	N/A	We are currently continuing to support our 13 friends' groups and are exploring the potential of 2 new groups.	Place (Environment)
L14	% of PRS disrepair cases processed to formal notice, civil action/prosecution or closed with positive outcome within processing times	Bigger is better	75%	N/A	Stage 1: 40% Stage 2: None	Stage 1: 46.15% Stage 2: 50%	Stage 1: 48.28% Stage 2: None	N/A	N/A	Improvements in performance has been steady for stage 1 despite still being behind target with an average of 4.1% percentage points increase per quarter. There has been a substantial number of new staff into the service who have been undergoing a comprehensive training plan. As staff are fully trained the capacity will be there to improve performance.	Place (Housing)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	This Time Last Year	Benchmark	Commentary	Directorate
L15	% of responsive repairs completed in timescale	Bigger is better	95%	5%	Emergency: 88.82% Non-emergency: 71.49%	Emergency 90.06% Non-emergency 72.88%	Emergency 90.79% Non-emergency 73.96%	Emergency 89.02% Non-emergency 77.40%	Year-end 2023/24 National Median - Emergency 94.8% ; Non-emergency 81.5% - Source; Housemark. Median for all Local authorities - Emergency 95.1%; Non-emergency 82.6% - Source; Regulator of Social Housing November 2024.	We have realigned the current workforce by moving a number of multi-trade operatives from our Void team into our Repairs team. This has resulted in performance around emergency repairs improving significantly but is having little impact on the backlog. We have explored additional resource to address the backlog, and we are currently at the tendering stage via procurement. The measure will look worse before the improvement is shown, as we will be completing work that is already identified as overdue for vulnerable tenants and pre-arranged appointments. 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. Post repair satisfaction performance remains strong with a healthy response rate against completed repairs.	Place (Housing)
L16	Number of long term empty homes brought into use	Bigger is better	30	5%	8	10	27	3	N/A	The outturn fell slightly 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 160 in progress at various stages so we expect this number to increase and recover in line with target during the remaining quarter. The data clearly shows this pattern with a significant step change from quarter 2 of 10 properties in total to 27 at end of quarter 3. 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 target for 2024/25 is 40.	Place (Housing)
L17	Satisfaction with the overall service provided (Tenant satisfaction survey)	Bigger is better	74%	5%	Annual	Annual	67%	74%	Year-end 2023/24 - Median for English LA's/ALMO's (excl. LDN) >20k - 66% - Source; Housemark Median for all Local Authorities - 68.2% - Source; Regulator of Social Housing Nov 24	Overall satisfaction has reduced by 7%. The key driver of satisfaction in this year's survey results was living in a home that was well-maintained, whilst timescales to complete repairs and outstanding repairs were most frequently cited as reasons for dissatisfaction. Since the survey was undertaken, we have started the procurement of a contractor to complete the outstanding repair work to our properties. We have communicated this to all of our affected tenants and will continue to provide them with updates as this work progresses. Although overall satisfaction was down this year, there were improved scores in several areas and our performance compares favourably with other large Local Authority landlords, as it did last year.	Place (Housing)
L18a	Housing Compliance Health Check (Over 6 key areas): Gas safety checks	Bigger is better	100%	0%	98.89%	99.48%	99.50%	99.39%	Year-end 2023/24 National Median - 99.97% - Source; Housemark. Median for all Local Authorities - 99.9% Source; Regulator of Social Housing	131 Addresses are non-compliant. These are all in the Access/Legal process to gain access and to complete the Landlord Gas Safety Responsibilities. This contributed to the slight increase of non-compliant addresses.	Place (Housing)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	This Time Last Year	Benchmark	Commentary	Directorate
L18b	Housing Compliance Health Check (Over 6 key areas): Fire safety checks	Bigger is better	100%	0%	89.73%	94.41%	97.68%	100.00%	Year-end 2023/24 National Median - 100%/ 72.7% fully compliant - Source; Housemark. Median for all Local authorities - 100% - Source; Regulator of Social Housing Nov 24	We are less than 3% away from being fully compliant, plans are on track for us to be 100% compliant by end of March 2025.	Place (Housing)
L18c	Housing Compliance Health Check (Over 6 key areas) Asbestos safety checks	Bigger is better	100%	0%	0.00%	19.58%	79.29%	100.00%	Year-end 2023/24 National Median - 100%/ 65.3% fully compliant - Source; Housemark. Median for all Local Authorities - 100%- Source; Regulator of Social Housing Nov 24	The Council have engaged the services of an external service provider, Bradleys, to provide asbestos surveys on our behalf. Bradleys have received an instruction to carry out surveys to the building and communal areas of 32 blocks as a priority. We are anticipating that this piece of work to the 32 blocks will be complete week commencing 3rd February 2025. Further instructions have been issued to the same service provider to carry out surveys to the remaining blocks split in two further tranches (2 and 3).Tranche 2 surveys to blocks will be complete by the beginning of April 2025 and tranche 3 by the beginning of June 2025. At this point, we will have new survey data for the 437 blocks identified.	Place (Housing)
L18d	Housing Compliance Health Check (Over 6 key areas): Water safety checks	Bigger is better	100%	0%	100%	100%	100%	100%	Year-end 2023/24 National Median - 100%/ 80% fully compliant - Source; Housemark. Median all Local Authorities - 100% - Source; Regulator of Social Housing Nov 24	We are 100% compliant. Procured contract in place, monthly monitoring and regular compliance group meetings held and there has been nothing at the moment that should affect achieving 100% moving forward. The contract is currently being procured for renewal.	Place (Housing)
L18e	Housing Compliance Health Check (Over 6 key areas): Lift safety checks	Bigger is better	100%	0%	100%	100%	100%	100%	Year-end 2023/24 National Median - 100% / 80.8% fully compliant - Source; Housemark. Median all Local Authorities - 100% Source; Regulator of Social Housing Nov 24	100% compliant; inspections in target date and reports received.	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%	96.68%	95.35%	Nov 24 National Median - Nov 24 National Median - 99.30% (Domestic) - Source; Housemark.	A new contractor has been onboarded providing extra capacity to prioritise any overdue. The recently renewed no-access process is embedded and the team are pro-actively reviewing cases to gain access.	Place (Housing)
L19	Homes that do not meet the Decent Homes Standard (to include proxy measure modelled on stock data to date)	Smaller is better	N/A	N/A	887 non decent/stock 26,872 (3.30%)	1354 non decent/stock 27689 (4.89%)	210 non decent/stock 27668 0.76%	Annual - 548 non decent/stock 26907 = 2.03%	Year-end 2023/24 National Median - 0.31%/ 25.6% fully compliant - Source; Housemark. Median all Local Authorities - 3.64% Source; Regulator of Social Housing Nov 24	Decency figures for Q3 is 210 properties non-decent of a total 27668 resulting in 0.76% non-decent. This figure has improved from last quarter due to efforts by the repairs team to deal with category 1 hazards which were the majority of the non-decent properties. As we continue our programme of surveying all of our stock by December 2026 we will have a better understanding of our decency. As of Q3 we have surveyed 4826 properties.	Place (Housing)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	This Time Last Year	Benchmark	Commentary	Directorate
L20	Total households in Temporary Accommodation	Smaller is better	236 (Q3)	5%	219	236	242	186	Qtr. 1 24/25 per 1000 properties Sandwell - 1.53, National Average - 5.08, West Midlands Average - 3.23	The council still fares very well when compared to the all England rate of households in TA per 1000 households with us performing at one quarter of the national rate and significantly better than the regional comparator. Due to the demand increases referenced in previous quarters the number of households in TA has increased by 69% over 2023/24 when compared to the previous year. This stabilised over the previous 4 months but still at a much higher end position - however, currently just over target as opposed to significantly over target at the end of Q2 (when the target was 223) . A range of activity is underway to limit the need to us TA. The service held a landlord marketplace event in late November 2024 to sign up more landlords to our scheme to secure properties for homelessness families in TA. To date the service has secured 37 properties and expects around 50 homelessness cases to be closed by offering these properties by the end of January 2025, with a more challenging target of 150 by the end of March 2025. With this model the service could see a situation where we reduce the number of households in TA to as low as 150 by the end of March and eliminate the use of B&B. This will significantly reduce the financial pressure on the service (which is still being managed by ringfenced grants) and allow the funds to be used in securing longer term properties and reinvesting back in the proven successful prevention model.	Place (Housing)
L21	Percentage of homelessness cases successfully prevented (under Homelessness Reduction Act duty)	Bigger is better	60%	5%	60.9%	59.8%	72.4%	51.5%	Qtr. 1 24/25 National Average - 52.2%, West Midlands Average - 51.20%	We are consistently and considerably exceeding the various benchmark positions. The service has seen some fluctuation in this measure over the course of 2024 with the main issue being addressing data quality issues. These impacted heavily in late 2023 and early 2024 which did not properly reflect the success of our prevention led model. The data quality issues do still exist to a lesser extent but the outturn is now a more truer reflection of performance. The service prides itself on the customer centered model and this has not just meant we perform well on this national measure but that we also have a TA rate per 1000 households a quarter of the national average. This is solely down to successful prevention. There are gaps however and the prevention model has been diluted over 2024 due to the volume of demand we have seen and rising caseloads for each member of the team. The aim for 2025 is for us to return to the pure version of the model and further improve the prevention of homelessness and reduce the use of TA.	Place (Housing)
L23	The number of library visits in person	Bigger is better	160,783	5%	175,726	196,015	173,238 (544,979)	153,150 (474,159)	N/A	This quarter is usually a quieter period than Q2, but is above target because of Welcoming Spaces (over 46,000 drinks served in Q3).	Place (Environment)
L24	The number of community activities & events held in libraries or online	Bigger is better	2,677	5%	2,976	3,020	3,294 (9,290)	2,456 (7,426)	N/A	Above target following increased number of children's activities (as above) and Welcoming Spaces activities.	Place (Environment)
L25	Over 16 issue figures (physical & electronic to include books, audiobooks, magazines & comics)	Bigger is better	73,907	5%	63,059	62,887	62,824 (187,878)	NA	N/A	The outturn is down because a different way of reporting was used in Quarter 3/4 in 2023-24 - which is why there is a significantly-inflated target for this year (same for Q4 also). However, the target for the year is expected to be met.	Place (Environment)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	This Time Last Year	Benchmark	Commentary	Directorate
L26	Number of visits to Community Hubs	Bigger is better	NA	NA	449	458	505	NA	N/A	The Community Hubs continue to run out of West Bromwich Library on a Tuesday and Blackheath Library on a Wednesday. The main customer queries being addressed are in relation to Housing and Repairs (over 50% of attendees) & Council Tax (over a quarter of attendees). This quarter also saw an increase in the number of customers attending due to homelessness. All customers are asked to complete a customer satisfaction survey prior to leaving. Those customers that did complete the survey, the following scores were provided – 87% customers rated the service as 5 stars and 13% rated the service as 4 stars. In Quarter 3, 93% of attendees were first visits, 6% had returned as we had failed in first contact resolution failure and 1% didn't answer the question.	Assistant Chief Executive
L27	One Stop Shop – numbers of customers seen	Information	NA	NA	8,714	8,154	7,054	9,977	N/A	Council Tax: The total footfall at OSS for this quarter was 2,165 which is a reduction on the previous quarter of 382. We continue to channel shift our customers putting more forms on the web for Council Tax Transactions and fully utilising the enquiry form in MySandwell. The Housing benefit caseload continues to reduce (however we are still finding customer calling into our service to get advice on how their housing costs will be covered by universal credit) and for Local welfare support and Hardship payments, so this hasn't really played a part in reducing footfall. We did have one week less with the festive closedown so that would have seen a reduction over this period. We were not recording footfall fully in the previous year as following the pandemic with the removal of qmatic, reports were not fully available to us. However moving forward in the next financial year we should have more accurate figures to report on the like for like periods.	Assistant Chief Executive
L28	One Stop Shop – top 3 services	Information	N/A	N/A	Housing: 3,514, Revs & Bens: 2,680, Council Tax: 1,096	Housing: 3,304, Revs & Bens: 2,668, Council Tax: 990	Housing: 2,974, Council Tax: 2,855, Education: 376	Revs & Bens: 3,472, Council Tax: 1,897, Housing: 1,779	N/A	Housing figures: More queues have been added to better identify the types of enquiries being dealt with. To make the quarter 1, 2 and 3 figures comparable all Housing enquiries have been grouped, this explains the increase in the quarter 1 and 2 figures.	Assistant Chief Executive
L29	The total number of people assisted by the Welfare Rights Service to claim additional benefits (cumulative)	Bigger is better	8,250	5%	2,884	5,354	8,159	7,521	N/A	The number of customers assisted by Welfare Rights was 8,159, 91 below the cumulative target of 8,250. Although the cumulative target wasn't met, the team did provide advice to 2,805 customers during Q3, 55 above targets. The team are experiencing capacity issues due to absences and may result in annual targets not being met, despite best efforts. The cumulative monetary gains were £14,645,300, £354,670 below target. This is the first time this financial year we have fallen below target on monetary gains. A key focus for the team has been to contact customers entitled to the winter fuel payment who are not in receipt of Pension Credit. This campaign has ensured elderly residents are receiving additional benefits and support towards energy costs; however, there is a 16 week delay in pension credit payments so the financial gains of this work has not yet been realised.	Place (Housing)
L32	Number of Databanks in Sandwell	Bigger is better	20	5%	10	10	19	N/A	N/A	Like a foodbank but for mobile data, the National Databank provides free mobile SIM cards to help digitally excluded people get connected. People aged over 18 years old can get mobile data from their local Databank. Data source: https://www.sandwell.gov.uk/resilient-residents/databanks	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	This Time Last Year	Benchmark	Commentary	Directorate
L33	% of contacts received through MySandwell	Bigger is better	N/A	N/A	57%	57%	56%	55%	N/A	Self service via MySandwell continues to attract more contact than all other contact channels combined, with 57% of all measured contact. Growth is expected to show a lower rate this financial year compared with previous, due to a greater time investment of the Digital Team into platform infrastructure improvements. Also, new service development project benefits have been more targeted toward improving service performance and customer experience through service efficiency, over channel shift.	Assistant Chief Executive
Contextual Measures											
L34	Total recorded crime in Sandwell	Smaller is better	N/A	N/A	8,237	8,611	8,077	8,960	N/A	Total recorded crime this quarter shows a decrease from quarter 2 and a significant reduction compared to quarter 3 last year.	Place (Environment)
L35	Domestic Abuse incidents in Sandwell reported to police	Smaller is better	N/A	N/A	1,442 Crime / 927 Non-crime	1,783 Crime / 928 Non-Crime	1,614 Crime / 943 Non-Crime	1,649 Crime / 967 Non-crime	N/A	Domestic abuse crime this quarter shows a decrease from quarter 2 and is slightly lower compared to the same period last year. Non-crime domestic abuse incidents this quarter shows a slight increase from quarter 2 and is slightly lower compared to the same period last year.	Place (Environment)
L36	The number of cases referred to MARAC	Smaller is better	N/A	N/A	181	171	201	294	Operation Willowbay Q2: Sandwell: 141 Birmingham: 786 Coventry: 229 Dudley: 127 Solihull: 77 Walsall : 124 Wolverhampton: 147	There was a slight increase in MARAC referrals this quarter compared to quarter 2 and a decrease compared to the same period last year. Of these, 189 were accepted as high risk (including 3 information-only cases), and 12 were withdrawn. The repeat referral rate was 19.5%, slightly below national guidance but consistent with local criteria. Police referrals accounted for 82% (155 referrals), which is above the target of 75%, highlighting the need for increased partner referrals.	Place (Environment)
L37	Child Poverty Rate	Smaller is better	N/A	N/A	47% (2022/2023)	47% (2022/2023)	47% (2022/2023)	44.6% (2021/2022)	2022/2023 Regional: 39% National:30%	Child Poverty in Sandwell is significantly higher than other areas of the country. The Council will be undertaking work to understand how well we are tackling poverty and deprivation over the next few months, what our data and intelligence tells us, and what we need to do differently in the future to address the root causes of poverty.	
L38	Out of work benefits rate	Smaller is better	N/A	N/A	6.7% (June 2024)	7.5% (August 2024)	7.3% (December 2024)	6.1% (December 2023)	December 2024: Regional: 5.6% National: 4.1%	This metric shows the number of claimants as a proportion of resident population of area aged 16-64. The Claimant Count is the number of people claiming benefit principally for the reason of being unemployed. Source: Nomis	
L39	Median income (earnings per week)	Bigger is better	N/A	N/A	£613.3 (2023)	£613.3 (2023)	£643.20 (2024)	£550.5 (2022)	2024: Regional: £689.90 National: £729.80	This metric shows the median earnings in pounds for employees living in the area who are on adults rates of pay and whose pay was not affected by absence. Figures for earnings come from the Annual Survey of Hours and Earnings (ASHE). The ASHE is based on a 1 per cent sample of employees, information on whose earnings and hours is obtained from employers. The survey does not cover self-employed. Source: Nomis	
L40	Economic inactivity	Smaller is better	N/A	N/A	28% (March 2024)	28% (March 2024)	28.8 (September 2024)	25.5% (September 2023)	September 2024: Regional: 22.5% National: 21.6%	This metric includes students, those looking after the family/home, retirement and those that are classed as temporary and long term sick. Source: Nomis	
L41	Percentage of Full Fibre Broadband across Sandwell (provided quarterly by WM5G)	Bigger is better	N/A	N/A	55.51%	76.62%	81.22%	N/A	West Midlands 74.31% WMCA 80.85% UK 73.53%	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%	94.87%	N/A	West Midlands 89.31% WMCA 96.04% UK 85.87%	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	Q3 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%	16%	19%	22.2% - 2023/24 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	Bigger is better	60%	54%	50%	48%	49%	50%	79.4% - 2023/24 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	508	1,106	N/A	Performance has not met targets across the duration of the contract for a number of reasons including delays in the installation of software within GP practices. 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%	100%	N/A	Performance is on target in Q3.	People (ASC)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	This Time Last Year	Benchmark	Commentary	Directorate
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)	51.4% (Nov 22 - Nov 23) (released April 24)	56.3% (2021/22)	Nov 22 - Nov 23 National: Active 63.1% (Inactive 25.8% - Fairly active 11.1%)	This is an annual data set collected by the Sport England Active Lives Survey. New Sport England report/data to be released April 2025.	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)	38.9% (released Dec 2023)	N/A	N/A	This is the latest data available. The Active Lives Survey CYP was released in December 2023 and showed that 38.9% were active, 25% were fairly active 25.0% and 36.1% were less active. New Sport England report/data to be released April 2025.	People (Public Health)
H24	Smoking prevalence	Smaller is better	In line with national average	N/A	21% (2022) (released Sep 2023)	17.7% (2023) (released Oct 2024)	17.7% (2023) (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)	74.1% (November 2024)	N/A	ICB 64.4% (May 24)	This data is no longer being provided at LA level. Whilst complex, it is possible to aggregate the data to place and in November 24 Sandwell was 74.1%. The applicable ICB Commissioning Manager has been requested to provide updates at place level to ensure the same algorithm is being applied to each place, but this has not been actioned to date.	People (ASC)
H26	Self-reported wellbeing - people with a low satisfaction score	Smaller is better	N/A	N/A	6% (2022/23)	6% (2022/23)	6% (2022/23)	N/A	2022/23: Regional:5% National:6%	Source: Public Health Outcomes Framework	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)	6% (2022/23)	N/A	2022/23: Regional:4% National:4%	Source: Public Health Outcomes Framework	People (Public Health)
H28	Self-reported wellbeing - people with a low happiness score	Smaller is better	N/A	N/A	8% (2022/23)	8% (2022/23)	8% (2022/23)	N/A	2022/23: Regional:9% National:9%	Source: Public Health Outcomes Framework	People (Public Health)
H29	Self-reported wellbeing - people with a high anxiety score	Smaller is better	N/A	N/A	21% (2022/23)	21% (2022/23)	21% (2022/23)	N/A	2022/23: Regional:23% National:23%	Source: Public Health Outcomes Framework	People (Public Health)
H30	Smoking 4-week quits (per 100,000 population)	Bigger is better	In line with or better than National average	N/A	1,120 (2022/23) (released March 2024)	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)	8.9% (latest data release Nov 2024)	N/A	Released Nov 2024: National: 7.4%	Latest updated data release shows improvement for Sandwell pregnant smokers - the Public Health Healthy Midwives Team has been set up to further support the gains made by our commissioned cessation provider ABL, who have a focus on priority smokers including pregnant smokers.	People (Public Health)
H32a	Successful completion of drug treatment (opiates)	Bigger is better	In line with or better than National average	N/A	4.6% (released Nov 2023)	4.6% (released Nov 2023)	6.8% (latest data release Nov 2024)	N/A	Released Nov 2024: National: 5.1%	Sandwell has further improved its rate of successful drug treatment completions for opiates and is now statistically significantly better than the national average	People (Public Health)
H32b	Successful completion of drug treatment (non-opiates)	Bigger is better	In line with or better than National average	N/A	26.2% (released Nov 2023)	26.2% (released Nov 2023)	32.7 % (latest data release Nov 2024)	N/A	Released Nov 2024: National: 29.5%	Sandwell has further improved its rate of successful drug treatment completions for non-opiates and is now better than the national average	People (Public Health)

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	This Time Last Year	Benchmark	Commentary	Directorate
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)	36.7% (latest data release Nov 2024)	N/A	Released Nov 2024: National: 34.2%	Sandwell has further improved its rate of successful drug treatment completions for non-alcohol and is now better than the national average	People (Public Health)
H33	Drug-related death rate (annual, 3 years pooled)	Smaller is better	In line with or better than National average (5.1 per 100,000 pop)	N/A	Annual measure: 2.1 per 100,000 pop (2020-22)	Annual measure: 1.6 per 100,000 pop (2021-23)	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)	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: 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 For HPV, interpret with caution due to error with denominators (number of those eligible) being based on provisional figures not actual figures. There may be small over and under estimates for these figures. For further information please see: https://www.gov.uk/government/statistics/human-papillomavirus-hpv-vaccine-coverage-estimates-in-england-2022-to-2023	People (Public Health)
H35	STI testing rate (rate per 100,000)	Bigger is better	In line with or better than National average	N/A	3,940 (2023)	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)	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)	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)	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)	133.3 (2021-2023)	N/A	2020-22: West Mids: 116.7 England: 111.2	This indicator is the rate of deaths per 100,000 from all causes for people with severe mental illness (referred to mental health services in the preceding 5 years) aged 18 to 74. New data is available in Q3 and shows a decrease compared to the previous quarter.	People (Public Health)

Corporate Performance Report 2024/25

Thriving Economy in Sandwell											
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	This Time Last Year	Benchmark	Commentary	Directorate
T6	The number of road safety improvement schemes	0	12	5%	3	9	12	12	NA	We have hit the target again this quarter and the following schemes have been delivered: 10. Europa Avenue – Introduction of new off road cycleway and upgrade to existing pedestrian footway 11. Oldbury Ringway – Introduction of segregated cycle way and improvements to pedestrian footways 12. A461 Horsley Heath – Major scheme to introduce segregated cycle ways, numerous new pedestrian crossings and upgrades to existing traffic signal junctions	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%	97.00%	97%	NA	The Q3 outturn has returned to being on track having been narrowly short of target at Q1.	Place (Environment)
T9	Number of Businesses supported	Bigger is better	60	5%	183	194	219	178	N/A	Between October and December 2024, the Business Growth Team supported 219 businesses. Of these, 81(37%) of enquiries focused on pre-start and startup assistance, helping new businesses establish themselves. There were 59 (27%) financial aid enquiries made, a decrease from the previous quarter but still highlighting the need for funding support in Sandwell. There were 33 (15%) advice and guidance enquiries, relating to land and property, decarbonisation, innovation, social value, and supply chain topics. We have also introduced Wraparound Support for startups and small and medium-sized enterprises (SMEs) to enhance the support available to Sandwell businesses.	Place (Regeneration)
T10	Business receiving Financial Assistance or Grants	Bigger is better	10	5%	21	24	17	N/A	N/A	17 grants were awarded to businesses across Sandwell. These grants were distributed through programmes such as SME Grants, the Decarbonisation Net Zero project, and the Start-Up Grants Programme. These grants have been funded through UK Shared Prosperity Fund (UKSPF).	Place (Regeneration)
T11	% of major planning applications decided on time	Bigger is better	60%	5%	100%	100%	100%	NA	N/A	Sandwell's planning service has determined all their major planning applications for this quarter (100%) within the prescribed target, substantially exceeding both national target (60%) and the Sandwell target (60%).	Place (Regeneration)

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T15	Value of grants administered through the start-up grant programme (cumulative)	Bigger is better	78,000	5%	£11,943	£23,900.52 (Qtr. 2 £11,956.56)	£48,330.53 (Qtr. 3 £24,430.01)	NA	N/A	Between October to December 2024, nine grants were awarded through the Start-Up Programme, amounting to £24,430.01. The programme currently supports 43 participants at various stages of their entrepreneurial journey. Additionally, £22,603.69 in grants has been approved in principle, with another £15,000 allocated to participants who have received a passcode and are either in the process of applying or awaiting their opportunity to apply. A remaining £47,103.31 is set to be allocated to the final cohort of participants in the programme. The slower uptake of these grants is mainly attributed to businesses needing more time to finalise their business plans and complete the application process.	Place (Regeneration)
T16	Number of volunteers working in VCS organisations (commissioned by the Council)	Bigger is better	N/A	N/A	328	577	903	N/A	N/A	The figures provided were taken from the quarterly performance monitoring reports where organisations are required to report against the total number of volunteers worked within the organisation to deliver funded services/activities.	Assistant Chief Executive
T17	Number of people supported by VCS organisations (commissioned by the Council)	Bigger is better	N/A	N/A	91,774	111,444	137,495	N/A	N/A	The figures provided were taken from the quarterly performance monitoring reports. Desktop and direct contact assessments are undertaken to ensure organisations are delivering against performance indicators.	Assistant Chief Executive
T18	Ratio of diesel to lower emission vehicles in fleet (Serco & Corporate)	Bigger is better	7.50%	5%	Council: 2.5%, Serco: 1.9%	Council: 2.5%, Serco: 1.9%	Council: 2.5%, Serco: 1.9%	N/A	N/A	Corporate Fleet Review workstreams begun in January 2025. Small incremental increases will begin as fleet size is reduced and vehicles are transitioned to zero emissions. 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)
T25	Visits to Forge Mill Farm	Bigger is better	21,342 (80,109)	5%	24,753	31,209 (55,962 cumulative)	21,380 (77,342)	20,326 (76,239)	N/A	Visitor numbers as projected. Successful PYO Pumpkin event accounts for most of the visitors. Plans in place to increase mid-week visits this spring to encourage return mid-week visits in autumn/winter 2025.	Place (Environment)
T27	Event attendance at Sandwell Valley open space (internal and external events) (estimated)	Bigger is better	N/A	N/A	17929 4,300 (exc SVVC)	9699 5,250 (exc SVVC)	1,000	N/A	N/A	Previous quarter figures included both Sandwell Valley Visitor Centre and Sandwell Valley open spaces. For Quarter 3, only open space attendance is reported, given the other indicator was removed, resulting in the numbers appearing lower. Furthermore, the bad weather in quarter 3 resulted in events being called off and attendance figures being lower than previous quarters. Going forward, attendance at the Visitor Centre will be excluded to improve accuracy.	Place (Environment)
T28	No of externally organised events (through event application)	Bigger is better	N/A	N/A	67	31	10	N/A	N/A	During Q3, there were less external events than in the previous quarters. This is to be expected during the autumn/winter months with most event activity taking place in the summer months. Three external events during this quarter (Q3) were cancelled due to adverse weather.	Place (Environment)

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T29	No of event attendees at externally organised events (estimated)	Bigger is better	N/A	N/A	73,769	52,487	16,500	N/A	N/A	There are less events held in this quarter, therefore, attendance numbers are lower than previous quarters. The cancellation of three high attendance events due to adverse weather impacted the number of attendees.	Place (Environment)
T30	Number of council organised events	Bigger is better	N/A	N/A	9	7	10	N/A	N/A	This quarter saw an increase in the number of Civic events being held, as well as Christmas events and activities.	Place (Environment)
T31	Number of event attendees at Council organised events (estimated)		N/A	N/A	7,800	2,139	18,762	N/A	N/A	This quarter saw increased attendance compared to the previous quarters. With large scale Civic and Christmas events, attendance was at its highest across the year to date.	Place (Environment)
T32	Visits to Leisure centres (SLT)	Bigger is better	525,820	5%	599,330	624,840 (cumulative 1,224,170)	544,185 (cumulative 1,797,822)	525,820 (cumulative 1,628,163)	N/A	Continued growth from 2023/24 - with continued strong performance from gym memberships and learn to swim. Q3 is always the quietest quarter in leisure centres, hence the slowing of the pace of growth. Cumulatively the service remains significantly ahead of the annual target.	Place (Environment)
T33a	The number of Arts and cultural events delivered in libraries	Bigger is better	1436 Annual - Each Q 359	5%	399	414	449	N/A	N/A	Increased number of events following funding from West Midlands Combined Authority (Double-Devolved Cultural Activity).	Place (Environment)
T33b	The number of Arts and cultural events delivered in museums	Bigger is better	38	5%	117	192	204	N/A	N/A	Increased focus on adult activity, additional activity that has self-funded, e.g. theatre, increased community-based partnership activities.	Place (Environment)
Contextual Measures											
T34	New business births/deaths	Bigger is better	N/A	N/A	Births: 425 Deaths: 490 (Q2 calendar year)	Births: 415 Deaths: 270 (Q3 calendar year)	Births: 345 Deaths: 324 (Q4 calendar year)	N/A	Black Country (Q4 calendar year) Births: 1,155 Deaths: 1,195	Black Country business births decreased by 12.8% (-170) on the quarter to total 1,155 (in Q4 2024), while business births across the UK decreased by 13.2%. Business births decreased on the quarter in all Black Country local authority areas, with Sandwell having the largest percentage decrease of 16.9% (-70), greater than the UK average. Walsall business births also decreased at a rate greater than the UK average on the quarter at 14.3% (-45). Black Country business deaths increased by 17.7% (+180) on the quarter, totaling 1,195 in Q4 2024 (UK +6.2%). All Black Country local authorities had greater increases in business deaths than the UK average compared to the previous quarter with the largest increase in Wolverhampton at 39.1% (+90). Business deaths exceeded business births in the Black country in Q4 2024 by 40. Sandwell was the only Black Country local authority where business births exceeded business deaths in Q4 2024.	Place (Regeneration)
T35	Total Jobs	Bigger is better	N/A	N/A	126,000 (2022)	126,000 (2022)	126,000 (2022)	126,000 (2022)	2022: Black Country : 446,000 Walsall : 102,000 Dudley : 110,000 Wolverhampton : 109,000	No further update available. Source: Economic Intelligence Unit	Place (Regeneration)

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T36	Gross Value Added (total/per head/per employee)	Bigger is better	N/A	N/A	£19,750 (2022)	£19,750 (2022)	£19,750 (2022)	£19,750 (2022)	2022: Black Country: £19,532 National: £33,227	No further update available. Source: Economic Intelligence Unit	Place (Regeneration)
T37	Employment rate	Bigger is better	N/A	N/A	69.8% (2023)	69.8% (2023)	69.8% (2023)	63.9% (2022)	2023: Regional: 75.2%	No further update available. Source: Economic Intelligence Unit	Place (Regeneration)

One Council One Team											
CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	This Time Last Year	Benchmark	Commentary	Directorate
O1	Revs and Bens Contact Centre Average Wait Measure	Smaller is better	3 mins 30 seconds	5%	2 minutes and 38 seconds.	7 minutes 37 seconds	3 minutes and 21 seconds.	4mins 40 seconds	N/A	Performance for Q3 has improved from Q2 and is now back on target for average wait and abandonment rate. We are in the process of recruiting 4 additional customer advisors who will start in January and after 6 weeks training will join the team. This will give us additional resource when the annual Council tax bills are issued in March. In addition, we are looking at digital reminders and currently have a graduate scheduled to start in February to support with this project. Some of the back office processing and recovery staff are also due to support customer services during Q4 when the annual bills will be received, which will provide additional capacity.	Finance and Transformation
O2	Revs and Bens Contact Centre Abandonment Rate	Smaller is better	8%	5%	3.50%	9.90%	7.10%	5.60%	N/A		Finance and Transformation
O3	Adult Contact Centre Average Wait Measure	Smaller is better	30 Seconds	5%	41 Seconds	1 min 1 sec	2 min 56 sec	1 Min 14 Sec	N/A	As part of the ASC transformation programme we are currently reviewing and piloting alternative approaches to how we manage calls – •A trusted Triage approach – where 3 staff are focusing on spending more time with the customer to ensure to ensure that the main focus is on getting the issues resolved at the point of contact rather than forwarding the call to another person. •We are currently looking at the Blue Badge process to see how we can use AI/Digital models to improve our efficiency in this as we have up to 1,400 calls around this activity per week. •There are also a number of vacancies in the team – which we are actively seeking to recruit too. We have recently recruited three staff into the Enquiry team who are going through training – once they have completed this we are assured this will improve both areas in the red. We will also be looking at reviewing our KPI's as we work through the transformation of the front door to ensure they are aligned to any change in the operating model.	People (Adult Social Care)
O4	Adult Contact Centre Abandonment Rate	Smaller is better	6%	5%	2.40%	3.51%	13.00%	4.00%	N/A		People (Adult Social Care)
O5	Corporate Contact Centre Abandonment Rate	Smaller is better	8%	5%	8.11%	5.74% (6.96%)	7.50% (7.14%)	8.07 (11% cumulative)	N/A	Vacancy rates have reduced this quarter (12.87%) and are currently 3.97% of which 4 x 37 hours are being held for savings. Sickness levels also reduced (3.43%). During this quarter Customer Service Training has also commenced with 36 advisors attending the 2-day training which does impact performance delivery while the staff are out of the office, however the feedback received from those who have attended has been positive and staff have already started to put learning into practice. Examples of feedback: 'I found the training useful; it was not boring like the ones I have been too in the past. Neville was great, the way he delivered the training and how he explained things. I have learnt some tips on soft skills, which I will start using'; 'I thought the training was great, Neville is good at what he does, and it was interactive. I had a fun time and learnt so much'; 'I really enjoyed the training, I found it quite helpful in the way we should be dealing with the callers. Focusing on what we can do rather than what we cannot and using positive words'.	Assistant Chief Executive

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O6	Corporate Contact Centre Average Wait Measure	Smaller is better	3 mins 30 seconds	5%	3 minutes 18 seconds	2 minutes 29 seconds	2 minutes 38 seconds	3 minutes 11 seconds	N/A	We have continued to provide face to face service at the 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. We have also had 36 advisors attending the 2-day Customer Service Training during this time.	Assistant Chief Executive
O7	Corporate Contact Centre – Call satisfaction	Bigger is better	N/A	N/A	99%	100%	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 outcome 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?'. 100% of customers who completed the survey confirm they were happy with the service delivered by the Contact Centre. 75.5% confirmed that their enquiry had been resolved on the day, 13.5% didn't answer this question and the remaining 11% said no. The main reasons why their enquiry wasn't resolved was that they were waiting for further action to be carried out by the service area or had requested a call back. The 3 top areas were Repairs, Tenancy Management and Homeless enquiries.	Assistant Chief Executive
O8	Number of days taken to process Housing Benefit New Claims	Smaller is better	25 days	5%	33 days	26 days	23 days	20 days	25 days	Housing Benefit new claim performance for Q3 is the best performance to date in 2024/25 and is in target. The service is looking at digital reminders and currently have a graduate scheduled to start in February to support with this project. The service also has some of the back office processing and recovery staff due to support customer services during Q4 when the annual bills will be received.	Finance and Transformation
O9	Number of days taken to process Housing Benefit Changes in Circumstances	Smaller is better	8 days	5%	8 days	8 days	6 days	6 days	8 days	Change in circumstances for Q3 is best performance to date in 24/25 and is in target	Finance and Transformation
O10	SARs compliance with timescales	Bigger is better	95%	80%-95%	82% (70 received)	75% (83 received)	75 % (66 received)	62%	N/A	A Directorate breakdown is as follows: • ACE - 1 Received. 1 Met - 100% • Place - 43 Received, 6 Missed, 30 Met, 7 Open - 83.33% • Finance and Transformation - 9 received, 7 Met, 2 Missed, 78% • People - 13 received, 4 Met, 6 missed, 3 Open - 40%	Finance and Transformation
O11	FOI compliance with timescales	Bigger is better	95%	80%-95%	85% (266 received)	85% (243 received)	81% (252 received)	93%	N/A	A Directorate breakdown is as follows: • ACE - 16 Received, 1 Missed, 1 Open - 93% • Finance & Transformation - 45 Received, 6 Missed - 87% • Place - 136 Received, 21 Missed - 85% • People - 55 Received, 20 Missed - 64%	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	11.64 days	N/A	N/A	A breakdown is as follows: • ACE: 8.29 days (Corporate Customer 8.29 days) • People: 16.54 days (Children & Education 16.54 days) • Place: 11.89 days (Environment 9.68 days, Housing 15.73 days, Regeneration & Growth 6.56 days) • Finance & Transformation: 8.16 days (Finance 12.50 days, Legal & Assurance 9.50 days, Registration Services 6 days, Revenues & Benefits 8.09 days).	Assistant Chief Executive

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O13	Average working days to respond to Cllr enquiries	Smaller is better	10 working days	5%	6.65 days	6.38 days	6.96 days (7.20 days)	N/A	N/A	A breakdown is as follows: •ACE: 7.27 days (Corporate Customer 5.50 days, HR & OD 25 days) •People: 11.02 days (Children & Education 12.15 days, Adult Social Care 10.86 days, Public Health 5.67 days, Sandwell Children's Trust 12.67 days) •Place: 6.68 days (Environment 6.52 days, Housing 7.30 days, Regeneration & Growth 4.58 days) •Finance & Transformation: 7.03 days (Finance 4 days, Legal & Assurance 8.50 days, Registration Services 3 days, Revenues & Benefits 7.34 days)	Assistant Chief Executive
O14	Average working days to respond to MP enquiries	Smaller is better	10 working days	5%	10.21 days	10.58 days	11.28 days (11.24 days)	N/A	N/A	A breakdown is as follows: •ACE: 6 days (Democratic & Member Services 6 days) •People: 14.16 days (Children & Education 15.17 days, Adult Social Care 12.67 days, Public Health 4 days) •Place: 11 days (Environment 9.02 days, Housing 12.94 days, Regeneration & Growth 6.12 days) •Finance & Transformation: 7.15 days (Registration Services 4.67 days, Revenues & Benefits 7.59 days)	Assistant Chief Executive
O15	% of complaints received that are at stage 2	Smaller is better	N/A	N/A	8.54%	10.21%	10.66%	N/A	N/A	No target just provided as information only to see how many of our complaints received are at stage 2.	Assistant Chief Executive
O16	One Stop Shop – customer satisfaction	Bigger is better	N/A	N/A	Reception Rating: 4.89	Reception Rating: 4.89	Reception Rating: 4.88	N/A	N/A	Customers are asked to leave a score of 1-5. These are some examples of the comments from customers at the One Stop Shop for quarter 3: "Guided us to where we needed to be", "Listening to me and explaining stuff for me", "My request was taken and handled swiftly", "Very friendly and welcoming", "Very understanding".	Assistant Chief Executive
O17	MySandwell - Satisfaction from process submissions (out of 5)	Bigger is better	4 out of 5	5%	4.58 (22,200 ratings)	4.58 (39,621 ratings)	4.57 (65,912 ratings)	4.57 (86,838 ratings)	N/A	No major changes to any process ratings which suggest processes remain stable and meeting residents needs and expectations as far as ratings on submission.	Assistant Chief Executive
O18	MySandwell – Satisfaction following enquiry closure	Bigger is better	4 out of 5	5%	4.40 (3,375 ratings)	4.42 (6,074 ratings)	4.39 (8,587 ratings)	N/A	N/A	As far as end-to-end customer experience (rating after service provided), 84% of the total customer ratings left an experience rating of 4 or 5 stars,. Attendance at the tip continues to have the greatest positive impact on customer experience. Missed collections was the single service that attracted the most negative feedback, where 49% rated their experience 1 or 2 stars, citing "not resolved to my satisfaction" being the primary reason for low ratings (customer comments are available for analysis if required). Environment (Borough Economy) is the area that the most positive feedback.	Assistant Chief Executive
O20	The percentage of top 5% of earners that are women	Bigger is better	54%	10%	55%	56.80%	54.80%	52.60%	57% Median for West Midlands METs (Infinitats 2022-23)	There has been a slight dip compared to Q2,, but performance still remains above the yearend target of 54%	Assistant Chief Executive
O21	The percentage of top 5% of earners from black and minority ethnic Communities	Bigger is better	24%	10%	22.10%	23.30%	23.60%	23.60%	20% Median for West Midlands METs (Infinitats 2022-23)	Performance has improved marginally compared to Q2 and is within the tolerance level for the yearend target of 24%	Assistant Chief Executive

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O22	The percentage of top 5% of earners who have a disability	Bigger is better	3%	10%	2.80%	2.80%	4.10%	2.20%	5.5% Median for West Midlands METs (Infinitats 2022-23)	The calculation for this indicator has had to be amended temporarily to include unknown and prefer not to say in the denominator part of the calculation. This has been necessary to prevent the outturn from being skewed significantly (from 2.8% to 7.8%), the cause of which was that almost half of the top 5 percent earners did not have disability data completed in Fusion. This was anticipated following switchover to Fusion and for this reason performance is better than the yearend target of 3%.	Assistant Chief Executive
O23	The percentage Disabled employees	Bigger is better	4.50%	10%	4.30%	4.40%	4.20%	4.30%	9.5% Census 2021 (Sandwell Economically Active Population (16+))	The reduction between Q2 and Q3 was expected following the switchover to data captured via employee self-service in Fusion. The actual number of Disabled employees at the end of Q3 was 171 compared to 178 at the end of Q2.	Assistant Chief Executive
O24	The percentage Ethnic Minority employees	Bigger is better	26%	10%	25.90%	25.80%	26.10%	25.30%	41.1% Census 2021 (Sandwell Economically Active Population (16+))	Performance has improved from Q2 and now in-line with the yearend target of 26%	Assistant Chief Executive
O25	Variance from budget - General Fund	Smaller is better	0%	0.50%	0.20%	-0.28%	-0.33%	(£2.985m) underspend	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 £2.529m.	Finance and Transformation
O26	Variance from budget - Housing Revenue Account	Smaller is better	0%	0.50%	1.50%	-0.34%	-0.43%	£1.120m overspend	N/A	The gross budget (expenditure) for the HRA is £151,109,000. There is a £0.652m underspend for the HRA in Q3.	Finance and Transformation
O27	Council Tax Collection	Bigger is better	78.00%	1%	27.86%	53.00%	77.85%	78%	TBC	Collection is slightly down on this time last year by 0.29% and cost of living is having an effect on residents ability to pay council tax. We are also seeing an increase in number of residents now paying over 12 months and this is now 40,940 (same time last year it was 37,565) so we will receive more payments towards the end of the financial year which will improve collection rates.	Finance and Transformation
O28	Business Rates Collection rates	Bigger is better	81.00%	1%	29.03%	56.75%	80.35%	81%	TBC	Collection is slightly down on this time last year by 0.46%. We have started to track businesses now paying over the 12 months and this is over 10% so again we will see additional payments at the end of the financial year	Finance and Transformation
O29	Rent collected as a % of rent due (including arrears brought forward)	Bigger is better	95.50%	5%	95.56%	96.04%	96.32%	94.65%	Year End 2023/24 National Median 96.64% / English LA's and ALMOS >10k stock Median 96.15% Source; Housemark	The Quarter 3 outturn of 96.32% exceeds the target of 95.5%. The Income Management Team continue to proactively use the Housing Support Fund (HSF) to help customers manage their on-going rent charge and are undertaking targeted cash collection activities during quarter 4 to maintain performance.	Place (Housing)
O30	Debt servicing as percentage of core spending power	Smaller is better	12.10%	5%	12.31%	11.80%	11.18%	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. There has been an improved position in Q3 due to changes in estimates outturns and revisions to capital financing.	Finance and Transformation

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O31	Total debt as a percentage of core spending power	Smaller is better	235.30%	5%	228.32%	228.32%	222.88%	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. There has been an improved position in Q3 due to changes in estimates outturns and revisions to capital financing.	Finance and Transformation
O32	Care experienced young people 19-21 in Employment, Education and Training (EET)	Bigger is better	45.50%	5%	41.50%	43.50%	46.30%	45.50%	2023/24 West Midlands: 51.7% Statistical Neighbour: 49.3% England: 54%	Performance is 46.3% in Q3 and we have exceeded the corporate target set for this year. Corporate parenting activities and oversight have provided targeted exercises with the cohort to improve engagement, provide wraparound support for emotional health and wellbeing and to secure sustainable accommodation to provide the best environment for young people to proceed to a destination.	People (Children and Education)
O33	Care experienced young people 19-25 in Employment, Education and Training (EET)	Bigger is better	42.60%	5%	41.30%	42.80%	43.60%	43.6%	N/A (Dfe Measures 17-18 and 19-21 year olds as benchmarking data)	Performance is 43.6%, an improvement on the previous quarter. The offer described for the 19-21 age group has also had an positive impact on outcomes for this age group.	People (Children and Education)
O34	Care experienced and Children in Care apprenticeships filled (borough wide)	Bigger is better	9	1	7	12	16	N/A	N/A	Apprenticeships filled borough wide has increased from 12 in Q2 to 16 in Q3, which is a very positive increase. The support around mental health and accommodation has meant more young people can consider apprenticeships. We currently have 5 Care Experienced Young People (CEYP) on apprenticeships in the Council and Sandwell Schools (3 SMBC, 2 schools). One further apprentice started in January. A paper will be taken to Leadership Team in the near future to explore future funding options for apprenticeships so that we can accommodate more opportunities across the Council.	People (Children and Education)
O35	Care experienced and Children in Care apprenticeships filled (Council)	Bigger is better	5	1	4	5	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%	72.22%	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 70% housed in the timeframe, a significant improvement on the position at the start of the year. The main challenge is the availability of suitable properties and the bids/ choices being made by the individuals coupled with the reduced choice due to lower numbers of council properties becoming available. The service is making contact with these individuals to see if they still require housing and what may be preventing them from bidding. 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%	9.5	10	6.9	N/A	N/A	The average number of applications per vacancy year to date have reduced 6.9 compared to 10 at the end of Q2. A possible reason for this is likely to be seasonal variation; type of vacancies being advertised v availability of suitable candidates in the labour market.	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	This Time Last Year	Benchmark	Commentary	Directorate
O39	Percentage of vacancies filled	Bigger is better	77%	10%	83.30%	57.60%	N/A	N/A	N/A	This measure has been temporarily withdrawn from the people measures suite and is under review. The aim of this measure is to assess and track how 'attractive' the organisation is to work for. The current approach is rudimentary and does not give an accurate picture, compounded by manual process as part of transition to Oracle fusion.	Assistant Chief Executive
O41	Apprentices as a percentage of FTE employees (entry level)	Bigger is better	1.50%	10%	1.1	1.1	1.1	N/A	N/A	This is a quarterly PI but the target is annual, therefore no RAG rating has been applied. 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	6.21	5%	2.83	5.81	8.49	8.8	9.4 The Year end Median for 19 West Midlands Authorities (Infinitats 2022-23)	Average days lost per employee at the end of Q3 was 8.49, which is a decrease of 0.32 days compared to the same period last year. All directorates have seen a reduction with the exception of Housing and Regeneration. There is currently 90% confidence in the Q3 year to-date performance for sickness. This is due to two main reasons (Issues with the Sickness Report from Fusion and migration to Fusion partway through the year.	Assistant Chief Executive
O43	% of working days lost due to sickness absence	Smaller is better	5%	5%	5.12%	5.12%	5.00%	5.11%	3.4% CIPD Health & Wellbeing At Work Survey 2023	Percentage working days lost at the end of Q3 was 5.00% compared to 5.31% for the same period last year. Based on the percentage working days lost Housing and Adult Social Care have higher sickness absence rate than the target of 5.0%. There is currently 90% confidence in the Q3 year to-date performance for sickness. This is due to two main reasons (Issues with the Sickness Report from Fusion and migration to Fusion partway through the year.	Assistant Chief Executive
O45	% Staff turnover	Smaller is better	<=15%	5%	1.90%	3.90%	5.70%	6.90%	15.2% Median for 17 West Midlands Authorities (Infinitats 2022-23) 14% Median for LGA (2020/21)	The percentage of staff turnover as at the end of Q3 was 5.7% compared to 6.9% 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%	1.90%	3.80%	9.41% Median for 17 West Midlands Authorities (Infinitats 2022-23)	The percentage of voluntary staff turnover as at the end of Q3 was 2.9% compared to 3.8% 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	2.15%	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.	Assistant Chief Executive

CP & D reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Q2 Performance	Q3 Performance	This Time Last Year	Benchmark	Commentary	Directorate
O48	Members with PDPs	Bigger is better	TBC	TBC	N/A for Q1	N/A for Q2	N/A for Q3	N/A	N/A	The Member development Programme is currently under review and the PDPs are part of this review. It is anticipated that there will be a process up and running by May/June. A member working group is looking at how PDPs are undertaken in order to get the best out of them to support members learning and development.	Assistant Chief Executive
O49	Response rate for citizenspace consultations	Bigger is better	750 per quarter and 3000 year end	5%	351	2,300	2,685	N/A	N/A	The team continues to deliver training across the organisation so that more surveys are undertaken through citizenspace, rather than through other survey tools. This means that over time, the number of responses will increase. In Q3, the online survey for the Council's Budget Consultation took place with 1,575 responses.	Assistant Chief Executive
O51	Number of Schools engaging with the Council	Bigger is better	NA - revised PI in Q3	5%	N/A for Q1	N/A for Q2	100%	N/A	TBC	Child Friendly Sandwell activity from UK Parliament Week resulted in engagement with 13 school councils engaged across the week. Shape engaged with all schools in Q3 across 49 engagements .	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 for Q3	N/A	TBC	These are expected in Q3 once the business planning process has started and will be reported in Q4. To date in Q3 28 officers have been trained.	Assistant Chief Executive