

Corporate Performance Report 2025/26

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

Growing up in Sandwell

Reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2024/25)	Benchmark	Commentary	Directorate
Children and young people are given the best start in life and are well prepared for school										
G2	The number of good quality childcare places, for children aged 0-4 of working parents, to enable them to take up their 30 hours funded place by September 2025. (Explanatory note provided)	Bigger is better	457 (September 2025)	5%	352	330 new places created (at the end of Spring Term 2025)	N/A	N/A	We have created 352 Places that are operational for children of 0-4 working parents at the end of Q1. Money has been awarded to create an additional places across Sandwell. This has required building work and expansion in the summer term which is on track, and the places will be offered in September.	Children and Education
G3	The number of 'wraparound' childcare places to enable all working parents of children aged 4-11 to have access to childcare during term if they require it, by September 2025. (Explanatory note provided)	Bigger is better	1444 (September 2025)	5%	586	449 (379 new places were funded 70 extended hours places secured)	N/A	N/A	In April the Sandwell Local Authority plan was submitted and moderated by Hemsalls Consultancy. This plan was then submitted to the Department for Education (DfE) and no further questions were asked of our report or any further information needed. At that point we has created 379 new full wrap around places with a further 70 extended hours places created. The take up of these places will be monitored in the coming weeks and months ahead. We know that some areas in Sandwell may have more places created than the actual take up (Smethwick is one area we are closely monitoring) but we will be keeping a close eye on how the data unfolds. We do have some funding left over from our previous grant which may be accounted for in next budget or will be used to provide the sustainability of places where it is needed.	Children and Education
Children and young people make good progress at school from preschool to when they leave school age 16 – ambition to reach national standard										
G6	Placeholder for replacement for '% of Schools 'Good' or 'Outstanding' OFSTED rating All Schools' (OFSTED is the Office for Standards in Education, Children's Services and Skills)	Bigger is better	NA	2ppts	NA	NA - measure discontinued and alternative under review	88% (31 Aug 2024)	N/A	This measure has been discontinued and alternative is under review. Awaiting government guidance.	Children and Education
Children and young people in Sandwell are able to grow up in a safe, stable loving home										
G9	Rate of Children on a Child Protection Plan at the end of each quarter (Rate per 10,000) (Explanatory note provided)	Smaller is better	45	<55.0%, >45.0	46.4	40.7	51.3	March 2024/25: Regional:44.7 National:41.6 Stat Neighbour: 61.2	The number of Children on a Child Protection Plan at the end of June 2025 is 403, a decrease from 417 in the previous month and 37 fewer Children on a Child Protection Plan in comparison to June 2024. The current rate of 46.4 per 10,000 children is lower than the March 2024 Statistical Neighbour Average (61.2) although above England Average (41.6). The number of children on a Child Protection plan and those exiting a plan continues to be monitored closely, by both the operational teams and safeguarding unit.	Children and Education (SCT)

G10	Rate of Children in Care at the end of each quarter (Rate per 10,000 children) (Explanatory note provided)	Smaller is better	94	<100.0, >94.0	94.7	94.7	96.8	March 2024/25: Regional: 90 National: 70 Stat neighbour: 108.7	The number of children we care for has stabilised at 822 over the last month, and it is lower the same period in the previous year (831). The current rate of children we care for is now at 94.7 per 10,000 which is below the statistical neighbour average of 108.7.	Children and Education (SCT)
G11	The percentage of children and young people we care for, who have had 3 or more placement moves (Foster, Family, Residential or other) in the last 12 months.	Smaller is better	9%	<12.0%, >9.0%	8%	10.20%	11.70%	March 2024/25: Regional: 10% National: 10% Stat Neighbour: 9.5%	Children with 3 or more placement moves in last 12 months has decreased to 8.0% (66 children). It has decreased month on month since March 2025 and we are now 1.5% below Statistical Neighbour average.	Children and Education (SCT)
Children and young people are supported to lead happy and healthy lives with access to a range of opportunities for positive activities, play and having fun										
G12a	Number of children and young people engaging in council led activities across Sandwell via Go Play, HAF, SHAPE and Child Friendly Sandwell Activity (Explanatory note provided)	Bigger is better	Go Play - 3414 (10% aged 6-12 in each town - unique) HAF - 23,500 (30% eligible population (FSM) - unique) SHAPE - 11,894 (7% annual target population)	5%	GP 4621	GP 1964	GP 1,840	N/A	The targets provided are annual, there are no quarterly targets, but a quarterly position will be reported this year against the annual target. There were a large number of Go Play sessions delivered in Q1.	Children and Education
					HAF 4846 (589 SEND)	HAF 2,492 (83 SEND)	HAF 6,814			
					CF 30 Shape-743	787	SHAPE 699			
G12b	Number of children and young people engaging in council led activities across the Youth Service (Explanatory note provided)	Bigger is better	Reach - 2220 (7% of target population) SEND - 290 (7% increase on last year) Detached - 12,134 (7% increase on last year)	5%	645	Reach of Young People: 354	Reach of Young People: 639	N/A	The targets provided are annual, there are no quarterly targets, but a quarterly position will be reported this year against the annual target. The reach of children with declared Special Education Needs and Disabilities (SEND) has been lower in Q1 due to capacity issues and only 1 SEND session being operational. This should improve from Q3 when a second SEND session will start.	Children and Education
					93	Reach of Declared SEND Young People: 45	Reach of Declared SEND Young People: 110			
					4,088	Engagement of Young People through detached Youth Work: 3,188	Engagement of Young People through detached Youth Work: 2,578			
G13	The number of physical and electronic items including books, audiobooks, magazines and comics issued by libraries to children under the age of 16 year old	Bigger is better	48,392	5%	49,419	46,394	41,501	N/A	The target for this quarter has been achieved and exceeded by 1,027 (2%). We have seen an increased take-up of electronic books and magazines, possibly as a result of buying fewer physical books due to budget limitations.	Place (Environment)
G14	The take up of free activities that are available in libraries for children under the age of 16 years old	Bigger is better	1,857	5%	2,111	2,117	1,839	N/A	The target for this quarter has been achieved and exceeded by 254 (14%). Delivering free activities for children and families is one of our primary objectives, especially where we can link it with borrowing books to improve literacy.	Place (Environment)
Children, young people and their families receive the right support, in the right place, at the right time										
G18	The number of children and young people receiving Early Help intervention (providing support to children, young people, and families as soon as a problem emerges or before a problem escalates)	Within the range	900-1200	<>10%	798	913	1,103	Q4 2024/25: Regional average: 1,295	As part of Sandwell's Family Help system (providing multidisciplinary support to families to resolve issues before they escalate), the Additional Family Help Board supports families who require extra assistance but do not yet meet the threshold for formal social care. Monthly data reviews have highlighted a significant reduction in the number Early Help assessments being completed. This is being investigated to understand if this is a concern, or an anomaly in the data. The board will also work with the Multi Agency Safeguarding Hub (MASH) to assess any recent initiatives influencing current patterns, and present findings across education and health forums to support a joined-up response. An update will be provided as part of the Q2 report.	Children and Education

G19	Out of the total number of Single Assessments completed (a process where a social worker evaluates a child's needs and the family's capacity to meet those needs), the percentage of assessments completed within 45 working days from the referral date.	Bigger is better	85%	>70.0%, <85.0	87.94%	86.40%	82.70%	March 2024/25: Regional: 83.4% National: 84.5% Stat Neighbour: 82.9%	The percentage of single assessments completed within 45 working days is 87.9%. Performance has remained above the 85% target since March 2025 and is now higher than the West Midlands(regional) Average (83.4%), the figure for England (national) (84.5%) and Statistical Neighbour (82.9%).	Children and Education
All children and young people have the same opportunities to achieve their full potential and are supported by adults, including parents and carers, to establish high aspirations										
G28	The percentage of Education Health and Care Plans (EHCP) completed within 20 weeks, excluding agreed exceptions for all age groups, from referral date	Bigger is better	50.3% (National average 2024)	5ppts	36.94%	32.30%	25.00%	2023 calendar year: Regional: 48.4% National 48.4% Stat Neigh: 53.7%	In Q1 the service was working through both live plans and backlog plans. Because of the number of backlog plans, performance was higher than target. With the backlog removed the performance figure would be 74.92%. However, since the end of Q1, the backlog has been cleared, therefore performance should improve for Q2.	Children and Education
G38	The average number of weeks taken for a statutory assessment to determine if a child or young person requires special education needs (SEN) support.	Smaller is better	20 weeks	5%	41.11	35.83	NA	NA	In Q1 the service was working through both live plans and backlog plans. Because of the number of backlog plans, performance was higher than target. Without the backlog included, the figure for Q1 is 21.21 weeks. Since the end of Q1, the backlog has been cleared and therefore the average number of weeks for statutory assessment will decrease over the next few months	Children and Education
Children and young people have the right skills and support to take the next step in their life, and are well prepared for adulthood.										
G29	The percentage of 16 and 17 year olds not in employment, education or training/ or with an unknown activity status (not known) (NEET/NK)	Smaller is better	2.6%	5%	2.40%	2.10%	2.60%	Q1 Benchmark West Midlands - 5.4% Black Country - 6.5% Stats N - 5.3% National 5.5%	Performance is better than Q1 last year and better than all benchmarking comparators. The 2.4% not in employment, education or training/ or with an unknown destination (NEET/NK) combined figure consists of 1.8% NEET and 0.6% NK.	Children and Education
G30	The number of work experience placements delivered in the Council	Bigger is better	275 - Annual	5%	90	274	129	N/A	The number of work experience placements is lower than Q1 last year due to a move in work experience weeks within Sandwell schools. A large number of schools moved their placements to July 2025 so the drop in performance this quarter should be recovered in quarter 2.	Children and Education
Contextual Measures										
G31	Proportion (percentage) of children in Reception (usually aged 4 to 5 years old) who are overweight or obese on measurement of their body mass index (BMI) (explanatory note provided)	Smaller is better	N/A	N/A	Awaiting latest data	24.2% (2023/24)	23.1% (2022/23)	2023/24: Regional: 23.4% National: 22.1%	The number of children in Reception who are overweight or obese has increased since the previous year. This has also been the case nationally (21.3% previous year) and regionally (22.2% previous year). National analysis has highlighted the persistent inequalities that exist in child obesity with children from the most deprived areas of England being twice as likely to be living with obesity compared with those from the least deprived areas. With regards to ethnic group, there continues to be considerable variation in obesity prevalence across ethnic groups. The Public Health Team are taking a proactive, evidence approach to reducing obesity in local communities focused on improving healthy eating and encouraging exercise. Source: Public Health Outcomes Framework	ASC and Health (Public Health)

G32	Proportion (percentage) of children in Year 6 who are overweight or obese on measurement of their body mass index (BMI) (explanatory note provided)	Smaller is better	N/A	N/A	Awaiting latest data	44.6% (2023/24)	45.2% (2022/23)	2023/24: Regional:38.4% National: 35.8%	The number of children in Year 6 who are overweight or obese has decreased since the previous year. This is also the case nationally (36.6% previous year) and regionally (39.3% previous year). National analysis has highlighted the persistent inequalities that exist in child obesity with children from the most deprived areas of England being twice as likely to be living with obesity compared with those from the least deprived areas. With regards to ethnic group, there continues to be considerable variation in obesity prevalence across ethnic groups. The Public Health Team are taking a proactive, evidence approach to reducing obesity in local communities focused on improving healthy eating and encouraging exercise. Source: Public Health Outcomes Framework	ASC and Health (Public Health)
G33	The number of 18-24 year olds in receipt of Universal Credit (a monthly benefit that can be claimed by those on a low income, out of work or those who cannot work, for support with living and housing costs).	Smaller is better	N/A	N/A	10.5% (June 2025)	10.5% (March 2025)	9.3% (June 2024)	June 2025: Regional: 7.7% National: 5.5%	The number of 18-24 year olds in receipt of Universal Credit has stayed the same since last quarter and has increased since this time last year. This mirrors the picture regionally and nationally, both of which have increased since this time last year from 6.9% (regional) and 5.0% (national), although the increase has been steeper in Sandwell. Source: Nomis	

Corporate Performance Report 2025/26

Living in Sandwell

Reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2024/25)	Benchmark	Commentary	Directorate
Clean, well maintained public spaces and assets										
L2	Improvement in street and environmental cleanliness: Litter	Smaller is better	litter: 2.50%	5%	N/A	3.00% (T3 - Dec-Mar)	6%	N/A	Awaiting results for T1 (April - July)	Place (Environment)
	Improvement in street and environmental cleanliness: Detritus		detritus: 6.50%	5%	N/A	6.50% (T3 - Dec-Mar)	17%		Awaiting results for T1 (April - July)	
	Improvement in street and environmental cleanliness: Graffiti		graffiti: 1.50%	5%	N/A	0.5% (T3 - Dec-Mar)	3%		Awaiting results for T1 (April - July)	
	Improvement in street and environmental cleanliness: Fly-posting (Explanatory note provided)		fly-posting: 0%	5%	N/A	0.5% (T3 - Dec-Mar)	0.50%		Awaiting results for T1 (April - July)	
L6	The percentage of reports received about hazardous waste on contract maintained public land that were made safe within 4 hours and removed within 24 hours (of being reported)	Bigger is better	90%	5%	82.57%	81.30%	95.88%	N/A	The target for this quarter has not been achieved. In total there were 109 cases, of which 90 (83%) were cleared and 19 (17%) were not cleared within the 4 hour timescale. Performance for hazardous waste is affected by the ability to quickly implement clearances particularly out-of-hours, where specialist equipment is required, the location is unclear and access is restricted.	Place (Environment)
L7	The percentage of reports received about fly tips on contract maintained public land that were removed within 24 hours (of being reported)	Bigger is better	90%	5%	97.43%	98.30%	93.71%	N/A	The target for this quarter has been achieved and is an improvement compared to the same period last year. There were 3,418 fly tips logged in this period of which 3,330 (97%) were removed and 88 (3%) were not removed within the timescale.	Place (Environment)
L8	The number of new trees planted	Bigger is better	200	5%	210	1,425	208	N/A	The target for this quarter has been achieved and exceeded by 10. The Tree Nursery at Sandwell Valley was planted with native whips, and selected trees planted in highway verges following special requests.	Place (Environment)
L9	The number of missed bins reports that have not been remedied within 24 hours (per 100,000 collections)	Smaller is better	80 per 100,000	5%	372 (27.31%)	427 (27%)	900 (42.57%)	N/A	The target for this quarter has not been achieved. The target is extremely challenging (requiring more than 99.9% service accuracy) but it's the target that was agreed with our contractor Serco given the importance of service reliability to residents. However, the number of missed bins are down from the same period last year and quarter 4 2024/25. This is due to additional resources, adjusting routes and schedules earlier this year, less staff sickness and quicker turnaround with vehicles. This should have a positive impact on performance and meeting targets for the forthcoming quarters.	Place (Environment)
Safe and affordable homes										

L14	The percentage of Properties owned by private landlords reported as not having safe living conditions either resolved positively or processed to legal action within processing times. (Explanatory note provided)	Bigger is better	75%	N/A	Stage 1: 66.67% Stage 2: 0%	Stage 1: 55% Stage 2: 100%	Stage 1: 40% Stage 2: None	N/A	Performance continued to improve over quarter 1 of this year for the stage 1 outturn, with an increase of 26.67 percentage points since Q1 last year. Assuming the continued rate of improvement for stage 1 outcomes the target should be achieved by the end of quarter 3. This has been possible as the innovative approach to securing staff in hard to recruit to posts through career graded roles, which has meant the service now has 5 trainee officers who are progressing very quickly in their training and development with all officers now able to inspect and case hold (hold it from general public or opponent access due to grounds like public interest or confidentiality) without continuous oversight. The Stage 2 outturn for Q1 was impacted by a low number of cases at this stage (three), all of which exceeded timescales due to complications from both tenant delays and some staffing capacity issues. This will be rectified over the coming quarter to help the service to return to its previous gradual improvement journey.	Place (Housing)
L15	The percentage of responsive repairs that have been completed on time	Bigger is better	95%	5%	Emergency 94.94% Non-emergency 77.37%	Emergency 90.6% Non-emergency 75.7%	Emergency: 88.82% Non-emergency: 71.49%	Year end 2024/25 National English Median - Emergency 95.97%/Larger LA and ALMO's >15k 90.3% ; National English Median -Non-emergency 82.6%/Larger LA and ALMO's >15k 90.3% - Source; Housemark July 25.	Emergency figures are much improved, it is the routine repairs impacting performance. Contractor completions are still a cause for concern, with jobs often completed on time but the system is not updated correctly. Weekly outstanding job reports are being sent to contractors to highlight Work in Progress/non completions and monthly performance meetings are being held.	Place (Housing)
L16	The number of long term empty privately owned properties that the council have assisted to be brought back into use.	Bigger is better	15	5%	15	14 (41)	8	N/A	As per the performance outturns at the end of last year, performance continues to meet the target. The service achieved some significant successes on complex long term cases over the last quarter which means the target of 15 just being met doesn't do sufficient justice to the level of work that was involved. This part of the service is going from strength to strength and bringing much needed empty properties back in to use.	Place (Housing)

L18a	The percentage of gas safety checks that have been completed in in council owned housing properties (Explanatory note provided)	Bigger is better	100%	0%	99.7%	99.90%	98.89%	Year end 2024/25 National English Median - 99.97% (45.2% of organisations are fully compliant)- Large LA's and ALMO's >15k 100% (56.3% fully compliant) Source; Housemark July 25.	The compliance rate is 99.7 % on properties where a Landlords Gas Safety Check is required. The service is actively trying to access properties through our processes and are working towards achieving 100% compliance.	Place (Housing)
L18b	The percentage of fire safety checks that have been completed in council owned housing properties (Explanatory note provided)	Bigger is better	100%	0%	100%	100%	89.73%	Year end 2024/25 National English Median - 100% (76.3% of organisations are fully compliant) Large LA's and ALMO's >15k 100% (66.7% fully compliant) Source; Housemark July 25.	All assessments were completed as of end June 2025.	Place (Housing)
L18c	The percentage of asbestos safety checks that have been completed in communal areas of council owned housing properties (Explanatory note provided)	Bigger is better	100%	0%	93.8%	34.10%	0.00%	Year end 2024/25 National English Median - 100% (78.5% of organisations are fully compliant) Large LA's and ALMO's >15k 100% (66.7% fully compliant) Source; Housemark July 25.	Following advice from an external auditor, Sandwell Council employed the services of an external asbestos management company to undertake surveys to appropriate residential blocks. The decision was taken to instruct refreshed surveys to improve the quality of information held and to ensure that the reports held were in line with current Health and Safety Executive (HSE) requirements. The works were packaged into a programme which was performance managed, and since the end of the quarter, has been completed. The survey report records will be uploaded to the recently procured IT system which will further improve the way we record and distribute the information.	Place (Housing)

L18d	The percentage of water safety checks that have been completed in council owned housing properties (Explanatory note provided)	Bigger is better	100%	0%	100%	100%	100%	Year-end 2024/25 National English Median - 100% (80.9% of organisations are fully compliant) Large LA's and ALMO's >15k 100% (86.7% fully compliant) Source; Housemark July 25.	All risk assessments complete.	Place (Housing)
L18e	The percentage of passenger lifts in communal areas of council owned stock that have had a safety check carried out (Explanatory note provided)	Bigger is better	100%	0%	100%	100%	100%	Year end 2024/25 National English Median - 100% (75.9% of organisations are fully compliant) Large LA's and ALMO's >15k 100% (73.3% fully compliant) Source; Housemark July 25.	All risk assessments complete.	Place (Housing)
L18f	The percentage of 5 yearly electrical safety checks that have been completed in council owned housing properties (Explanatory note provided)	Bigger is better	100%	0%	98.1%	97.50%	95.19%	Year end 2024/25 National English Median - 99.35% English LA's and ALMO's >10k 98.56% Source; Housemark July 25	A contractor has provided additional resource to increase outturn volumes. This will be proactively monitored as the service works towards 100% compliance, allowing for the no access process to be followed.	Place (Housing)

L19	The percentage of homes that are owned by the council that do not meet the standard called Decent Homes (Explanatory note provided)	Smaller is better	0%	N/A	447 non decent / stock 27,820 (1.61%)	293 non decent / stock 27,892 (1.05%)	887 non decent/stock 26,872 (3.20%)	Year end 2024/25 National English Median - 0.52% (25.5% of organisations are fully compliant) Large LA's and ALMO's >15k 5.47% (0% fully compliant) Source; Housemark July 25.	11,005 properties have now had a stock condition survey and of these, 352 are non-decent. There are also 95 properties with category 1 hazards (which mean there is a serious risk of harm to health or safety, for example, falls, fire, damp, and structural collapse, that require mandatory action by local authorities) resulting in 447 non-decent properties in June 2025.	Place (Housing)
L20	The total number of Sandwell households who have approached the council as homeless who have been placed in Temporary Accommodation by the council, whilst they await a permanent home	Smaller is better	250	5%	243	243	219	Qtr3 24/25 per 1000 properties Sandwell - 1.80, National Average - 5.28, West Midlands Average - 3.44	The service has achieved this target for the first time in around 18 months. The number of households in Temporary Accommodation (TA) remained static from Q4 and reduced from its peak for the first time in over 2 years. This has equated to a reduction in spend on temporary accommodation of almost £300,000 in Q1. This demonstrates that the range of mitigations set out for 2025/26 are starting to take effect. The service expects to continue to effectively manage the use of TA throughout the remainder of 2025/26.	Place (Housing)
L21	The percentage of Sandwell households who have approached the council as they are at risk of losing their home, that the council have successfully stopped from becoming homeless	Bigger is better	65%	5%	82.5%	75.1%	60.9%	Qtr. 3 24/25 National Average - 53.8%, West Midlands Average - 53.7%	Performance is better than benchmarking comparators. The service has seen some fluctuation in this measure over 2024 with the main issue being data quality issues. This meant that the data did not properly reflect the success of our prevention led model. The data quality issues do still exist to a lesser extent but the Q1 figure is now a more accurate reflection of performance. The service prides itself on the customer centred model and this has not just meant we perform well on this national measure but that we also have a Temporary Accommodation rate per 1000 households a quarter of the national average. The aim for 2025 is to further improve the prevention of homelessness and reduce the use of temporary accommodation.	Place (Housing)
Improve outcomes for local people on local issues										
L23	The number of library visits in person	Bigger is better	164,924	5%	166,810	185,309	175,726	N/A	The target for this quarter has been achieved and exceeded by 1,886 (1%). Visits remain steady because of Welcoming Spaces, where refreshments are provided in libraries, along with free activities. This is funded through the Household Support Fund (which provides support to households experiencing financial hardship or crisis). The target for Smethwick Library has been reduced, which is why the number of overall visits and the target is not as high as last year. This is because support with visa applications previously provided through a partner agency, are no longer located in Smethwick Library.	Place (Environment)
L24	The number of community activities and events held in libraries or online	Bigger is better	3,006	5%	3,236	3476 (12,766)	2,976	N/A	The target for this quarter has been achieved and exceeded by 230 (8%). Two thirds of activity is focused on children, but we have been able to put on more activities for adults via funding from the Household Support Fund (which provides support to households experiencing financial hardship or crisis) for Welcoming Spaces in libraries.	Place (Environment)

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L33	The percentage of contacts that have been made to the council through MySandwell (an online account that allows customers to manage service requests and accounts with the Council)	Bigger is better	N/A	N/A	61%	56%	57%	N/A	Self service via MySandwell continues to attract more contact than all other contact channels combined, with 61% of all measured contact. Booking appointments at the tip, making payments and scheduling bin-day reminders are the most used services accounting for the digital uptake. The largest prospect for growth is channel shifting housing repairs contact – which is significantly the largest reason for customers' calling the council. This will be challenging until some service limitations are overcome, however, the Digital Team are however progressing this in partnership with the Repairs service. The figure in quarter 1 has increased; this is mainly due to increase tip use in Spring and annual subscriptions for green waste. Also, payments tend to be higher due to Council Tax payments starting again in March. January and February attract far less payments, and the tip is used less over winter months which brings the overall year percentage down.	Assistant Chief Executive
Contextual Measures										
L34	The total number of crimes reported to the Police in Sandwell	Smaller is better	N/A	N/A	8,659	8,045	8,237	N/A	Total recorded crime in Sandwell has seen an increase compared to Quarter 4. The rise is primarily driven by Violence Against the Person offences, which increased by 180 incidents (3,438 in Q4 to 3,618 in Q1). This is partly linked to the introduction of a new knife crime policy and proactive enforcement activity under Operation Guardian. There has also been a small rise in theft offences (an additional 209 crimes), prompting a targeted focus on retail crime in town centres over the summer. All other crime categories have either decreased or remained stable.	Place (Environment)
L35	The total number of domestic abuse incidents reported to the Police in Sandwell	Smaller is better	N/A	N/A	1341 crime 905 Non-Crime	1,612 Crime 934 Non-Crime	1,442 Crime / 927 Non-crime	N/A	Domestic abuse incidents reported to the police in Sandwell show a slight reduction compared to the previous quarter. This includes both crime (1,341 incidents) and non-crime reports (905 incidents). No specific causal factors have been identified for this decrease at this stage, and levels will continue to be monitored to identify any emerging trends.	Place (Environment)
L36	The number of domestic abuse cases referred to the Multi-Agency Risk Assessment Conference (MARAC) (Explanatory note provided)	Smaller is better	N/A	N/A	222	182	181	Operation Willowbay Q4: Region - 1920 Sandwell: 182 Birmingham: 799 Coventry: 334 Dudley: 188 Solihull: 106 Walsall : 144 Wolverhampton: 167	There has been an increase in the number of cases referred to the Multi-Agency Risk Assessment Conference (MARAC) this quarter, with 222 cases discussed. This is in line with SafeLives' (a UK-wide charity dedicated to ending domestic abuse) recommended volumes and reflects ongoing work to increase referrals from a broader range of agencies beyond the police. During this period, 25% of MARAC referrals came from partner agencies, meeting SafeLives' recommended range of 25–40% and demonstrating improved multi-agency engagement in safeguarding high-risk domestic abuse victims.	Place (Environment)
L37	The percentage of children in poverty in Sandwell	Smaller is better	N/A	N/A	42.6% (2023/24)	N/A	47% (2022/23)	2023/2024 National:31%	Child Poverty in Sandwell is significantly higher than other areas of the country. The Council will be undertaking work to understand how well we are tackling poverty and deprivation over the next few months, what our data and intelligence tells us, and what we need to do differently in the future to address the root causes of poverty. Source : https://endchildpoverty.org.uk/child-poverty-2025/	
L38	The percentage of people claiming benefits for the reason of being unemployed (based on administrative data from the benefits system and reported by the Office for National Statistics (NOMIS)) (Explanatory note provided)	Smaller is better	N/A	N/A	7.3% (May 2025)	7.5% (March 2025)	6.6% (June 2024)	May 2025: Regional: 5.6% National: 4.1%	This metric shows the number of people claiming benefits 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	The median income (earnings) per week for people living in Sandwell (as reported by the Office for National Statics (NOMIS)) (Explanatory note provided)	Bigger is better	N/A	N/A	£649.50 (2024)	£649.50 (2024)	£613.3 (2023)	2024: Regional: £688.40 National: £729.60	This metric shows the median earnings in pounds for employees living in the area who are on adults rates of pay and whose pay was not affected by absence. Figures for earnings come from the Annual Survey of Hours and Earnings (ASHE). The ASHE is based on a 1 per cent sample of employees, information on whose earnings and hours is obtained from employers. The survey does not cover self-employed. Source: Nomis	
L40	The number of people of working age who are neither employed nor actively seeking employment (as reported by the Office for National Statics (NOMIS)) (Explanatory note provided)	Smaller is better	N/A	N/A	29% (December 2024)	29% (December 2024)	28% (March 2024)	December 2024: Regional: 22.5% National: 21.4%	This metric includes students, those looking after the family/home, retirement and those that are classed as temporary and long term sick. Source: Nomis	

Corporate Performance Report 2025/26

Healthy Sandwell										
Reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2024/25)	Benchmark	Commentary	Directorate
People to lead healthy lives in their community and live well for longer										
H2	The proportion of people using social care, who receive self-directed support, and those receiving direct payments , as outlined by the Adult Social Care Outcomes Framework 3D (Explanatory note provided)	Bigger is better	18%	22%	15%	16%	18%	2023/24 25.5% (Direct Payments); 92.2% (Self Directed Support) - England Average	Figures shown are the percentage of adults receiving direct payments. The percentage receiving self-directed support is always 100%. Data is for service users only, and currently excludes carers. The Council has now trained 140 staff in the new approach for Direct Payments across finance and social work teams. So far this year there have been 3 panels held to discuss more complex cases and eligibility for Direct Payments. Further panels are scheduled throughout the year and as of the 30th July, there were 12 new Direct Payment Offers. Considering the amount of work taking place in this area, we expect to see improvements in performance in the next 6 months.	ASC and Health
Peoples needs for care and support are reduced or prevented through early intervention and prevention programmes										
H5	The proportion of people who received short-term social care services during the year, who previously were not receiving social care services and where no further request was made for ongoing support, as outlined by the Adult Social Care Outcomes Framework 2A (Explanatory note provided)	Bigger is better	60%	54%	57%	51%	50%	2023/24 79.4% - England Average	Performance improved by 6% from Q4 2024/25 to Q1 2025/26, reflecting the positive impact of work with ARCC Consulting to enhance reablement services. This involves reviewing the intermediate care pathway—such as STAR service, home-based care, and hospital discharge processes—to better support people transitioning from hospital to home. The goal is to redesign services to offer clearer guidance and support, focusing on empowering customers with informal advice and involving families where possible, so that individuals can maintain independence and health in their own homes.	ASC and Health
H7	Number of NHS Health Checks delivered (Explanatory note provided)	Bigger is better	4,280 (annual)	5%	0	40	941	N/A	A new service is being mobilised with GP practices, which has taken longer than expected. This delay has meant there has been no delivery in Q1, but GP practices are expected to start delivery in August.	ASC and Health (Public Health)
H8	The percentage of community alarm alerts responded to within 1 hour	Bigger is better	100%	5%	100%	100%	100%	N/A	The Council continues to meet the target for Sandwell Community Alarms, which are fitted in the homes of vulnerable and disabled people in Sandwell to help them remain independent in their own home.	ASC and Health
H9	The number of adults completing a National Health Service Tier 2 weight management programme. (Explanatory note provided)	Bigger is better	75% Completions from referrals	5%	2% (495 referred, 10 12 week completers)	0.5% (398 were referred, 2 12 week completers)	17.4% (420 referred, 73 12 week completers)	N/A	There are a large number of referrals to the Adult Weight Management programme, demonstrating the ongoing need for this service. However, we are still addressing performance challenges relating to the number of participants starting the 12-week programme and the percentage who complete it. To respond to this, we are developing new plans for Adult Weight Management that align with recently released guidelines from the National Institute for Health and Care Excellence (NICE).	ASC and Health (Public Health)
People remain as independent as possible for as long as possible and lead fulfilled lives (re-ablement)										

H10	The proportion of Older people (65 and over) who were still at home 91 days after discharge from hospital, as outlined by the Adult Social Care Outcomes Framework 2D.	Bigger is better	68%	66%	NA	65%	69%	2023/24: England Average 83.8%	Awaiting Q1 data	ASC and Health
H12	The proportion of people who receive long-term support, who live in their own home or with family, as outlined by the Adult Social Care Outcomes Framework 2E.	Bigger is better	Part 1 - 88% Part 2 - 70%	66%	Part 1 - 88% Part 2 - 68%	Part 1 88% Part 2 - 69%	59%	2023/24: England average : 81.6% for Part 1. No Part 2 figures published	The target has been achieved for Part 1, the proportion of people who received long term support with a primary support reason of learning disability, who live in their home or with family (people aged 18 to 64). Performance is just below target for Part 2 - the proportion of people who received long term support who live in their home or with family (all clients, disaggregated by age: 18 to 64 and 65 and over).	ASC and Health
Residents are protected from harms to their health and wellbeing										
H17	The proportion of section 42 safeguarding enquiries (concerns of abuse or neglect experienced by an adult with care and support needs who is unable to protect themselves) where a risk was identified and the reported outcome was that his risk was reduced or removed as outlined by the Adult Social Care Outcomes Framework 4B	Bigger is better	98%	93%	99%	98%	95%	N/A	There's no benchmarking for this measure. The definition for the measure changed in April 2023, however, comparative data for has not been published. Performance remains above target in Q1 of 2025/26.	ASC and Health
H18	Of the number of individuals or their representatives who were asked what their desired outcomes were, and outcomes were expressed, the percentage that felt that they were fully or partially achieved	Bigger is better	96%	90%	96%	98%	97%	N/A	Performance remains above target in Q1.	ASC and Health
Health outcomes for Sandwell's most vulnerable groups are improved and health inequalities are reduced										
H21	Number of Non-English speaking residents who complete a English Language community programme/course through the Sandwell Language Network	Bigger is better	325 Learners (2024/25 Academic Year)	90%	522 active learners	400 Learners (AY - 2023/24 Annual figure)	N/A	N/A	The Sandwell Language Network provides a programme of free, community-based English language learning support across the borough. They are on track to significantly exceed learners enrolled on a English Language community programme/course for this academic year. Over the last quarter, the programme has delivered 35 courses, 1 new ESOL (English for Speakers of Other Languages) workshop and 878.5 hours of ESOL learning.	ASC and Health (Public Health)
Contextual Measures										
H22	Proportion (percentage) of Adults aged 19 and over who are physically active (doing at least 150 minutes of moderate-intensity physical activity per week)	Bigger is better	N/A	N/A	48.5% (Nov 23-Nov 24) Released April 2025	NA	51.4% (Nov 22- Nov 23) (released April 2024)	Nov 22 - Nov 23 National: Active 63.1% (Inactive 25.8% - Fairly active 11.1%)	Data available from the Adult Active Lives Survey data. This is an annual data set so no new data will be available until 2026.	ASC and Health (Public Health)
H23	Proportion (percentage) of children and young people (age 5 - 18 years) that are physically active (participating in an average of 60 minutes or more of sport and physical activity every day.)	Bigger is better	N/A	N/A	NA	38.9% (released Dec 2023)	N/A	N/A	Data source is the Children and Young People Active Lives Survey, however no data was available this year due to poor response rates. While the Active Lives Survey remains the nationally recognised reporting tool for local authorities, there are additional indicators that could more accurately reflect current activity levels in Sandwell . Moving forwards, the Children and Young People Active Lives Survey, completed internally as a measure of physical activity will be used for an outturn, given that low reports to the survey mean Sandwell figures are non-reportable. We are also reviewing other data sources, including the SHAPE survey (an annual online survey sent to schools and colleges for children and young people aged 9 – 18 years to consult with young people on various topic areas that affect them in today's society).	ASC and Health (Public Health)

H24	Percentage of adults that are current cigarette (only) smokers	Smaller is better	In line with national average	N/A	Awaiting data release	17.7% (2023) (released Oct 2024)	21% (2022) (released Sep 2023)	2023: National: 11.6%	Data available annually from Fingertips (is a large public health data collection, organised into themed profiles, showing an overview of indicators for each theme). Next update due Oct 2025 (Q3 2025).The percentage of people who smoke has reduced from 21% to 17.7% -this is good progress towards our Smoke Free Generation ambitions.	ASC and Health (Public Health)
H30	Number of people that have quit smoking 4 weeks after their quit date (per 100,000 of population)	Bigger is better	In line with or better than National average	N/A	Awaiting data release	1,120 (2022/23) (released March 2024)	N/A	2022/23 Regional: 890 National: 1,620	Data available from Fingertips annually. Awaiting next data release. The number of people who have quit smoking in 2022/23 was 1,120 compared to 2,373 in 2021/22. On 1st April 2025 a new stop smoking provider commenced delivery in Sandwell. They are working to further develop pathways into services and will be a visible presence across Sandwell in order to engage more people with the offer.	ASC and Health (Public Health)
H31	Percentage of women actively smoking at time of delivery (birth of child)	Smaller is better	In line with or better than National average	N/A	Awaiting data release	8.9% (373) (latest data release Nov 2024)	9.8% (released Nov 2023)	Released Nov 2024: National: 7.4%	Data available on Fingertips annually. Awaiting data release. Although still higher than the national average, the number of people smoking at the time of delivery reduced from 9.8% in 2022/23 to 8.9% in 2023/24 - the lowest number and proportion of smokers in 12 years. Money from the Local Stop Smoking Services & Support Grant (LSSSG) have been allocated to support Sandwell's Healthy Pregnancy Team to deliver bespoke stop smoking support to pregnant smokers.	ASC and Health (Public Health)
H32a	Percentage of people that have successfully completed drug treatment for dependency on opiate based drugs	Bigger is better	In line with or better than National average	N/A	3.83% (37) (latest data release May 2025)	4.27% (41)	6.81% (Mar 2024)	National: 5.7% (Mar 2025)	Even though more people are finishing treatment for opiate addiction successfully, the number of new people starting treatment for opiates has actually gone up—from 222 cases before May 2023 to 295 cases by March 2025. On average, it takes about 3 years for someone to finish treatment for opiate addiction. Also, the government is changing how they measure success. Instead of just looking at how many people finish treatment, they are now also looking at other benefits while people are still in treatment, like using less drugs and having fewer urgent housing problems. Lastly, 12 new projects have recently received funding to help people in Sandwell with their recovery.	ASC and Health (Public Health)
H32b	Percentage of people that have successfully completed drug treatment for dependency on non opiate based drugs	Bigger is better	In line with or better than National average	N/A	24.7% (latest data release May 2025)	25.53% (March 2024)	32.68.0% (June 2024)	National: 29.8% (Mar 2025)	There has been a decrease compared to March 2024, but a slight increase compared to the previous quarter. Work is on-going to understand and mitigate against unplanned exits from treatment. The government is changing how they measure success. Instead of just looking at how many people finish treatment, they are now also looking at other benefits while people are still in treatment, like using less drugs and having fewer urgent housing problems.	ASC and Health (Public Health)

H32c	Percentage of people that successfully completed treatment for alcohol dependency	Bigger is better	In line with or better than National average	N/A	31.3% (latest data release Mar 2025)	31.5% (Dec 2024)	33.0% (Mar 2024)	National: 35.4% (Mar 2025)	Similar performance to the previous quarter and last years position. Substance misuse services continue to work with entrenched drinkers who require intensive and often long-term support. Please note that government are moving away from successful completions as a measure of the efficacy of substance misuse services, instead looking at a new measure which also considers in treatment benefits such as reduced problematic substance use and a reduction in acute housing need.	ASC and Health (Public Health)
H33	Rate of deaths per 100,000 of population caused by drug misuse (three consecutive years combined and shown as one value)	Smaller is better	In line with or better than National average (5.1 per 100,000 pop)	N/A	Awaiting data release	Annual measure: 1.6 per 100,000 pop (2021-23)	Annual measure: 2.1 per 100,000 pop (2020-22)	National average: 5.5 per 100,000 pop (2021-23)	Next update due Oct 2025 (Q3 of 2025).	ASC and Health (Public Health)
H34	Percentage of people who have had the following vaccinations : Measles, mumps and rubella – (MMR) – 1st and 2nd dose Human Papillomavirus (HPV) Meningococcal (ACWY strains) (MeN/ACWY)	Bigger is better	In line with or better than National average	95% MMR Meet national benchmarks	Latest data Q4, MMR 1 dose - 24 months - 88.3% MMR 1 dose - 5 years - 92.2% MMR 2 dose - 5 years - 81.9% HPV and Men ACWY Annual (data released November)	Q3 data 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)- 63.3% HPV 1 dose - 12/13- (M) - 58.8% HPV 2 dose - 13/14- (F) - 47.2% HPV 2 dose - 13/14 - (M) - 43.6% (2023/24) Men ACWY - 47.9% 23/24	MMR 1 dose – 24 months – 88.1% MMR 1 dose – 5 years – 90.7% MMR 2 dose – 5 years – 81.2% HPV 1 dose - 12/13 years (F)- 63.3% HPV 1 dose - 12/13- (M) - 58.8% HPV 2 dose - 13/14- (F) - 47.2% HPV 2 dose - 13/14 - (M) - 43.6% (2023/24) Men ACWY - 47.9% 23/24	2023/24: England values: MMR 1 dose – 24 months - 88.9% MMR 1 dose – 5 years – 91.9% MMR 2 dose – 5 years – 83.9% HPV 1 dose - 12/13 years (F)- 71.3% HPV 1 dose - 12/13- (M) - 65.2% HPV 2 dose - 13/14- (F) - 62.9% HPV 2 dose - 13/14 - (M) - 56.1% Men ACWY - 73.0% (2023/24)	Data updated annually. Regional benchmarks available here: https://fingertips.phe.org.uk/profile/public-health-outcomesframework/data#page/1/gid/1000043/pat/6/par/E12000005/ati/302/are/E08000028/yr/3/cid/4/tbm/1/page-options/cardo-0 For HPV, interpret with caution due to error with denominators (number of those eligible) being based on provisional figures not actual figures. There may be small over and under estimates for these figures. For further information please see: https://www.gov.uk/government/statistics/humanpapillomavirus-hpv-vaccine-coverage-estimates-in-england-2022-to-2023	ASC and Health (Public Health)
H35	The number of people tested per 100,000 of the population for Sexually Transmitted Infections	Bigger is better	In line with or better than National average	N/A	4001 (2024)	N/A	3940 (2023)	2024: National average: 4089	Data released annually. New data released June 2025 shows an increase in STI testing rates in Sandwell from 2023 (3940 per 100,000) to (4001 per 100,000) in the same period in 2024. Sandwell is performing well compared to the West Midlands average rate (3060 per 100,000) and moving closer to the national average rate (4089 per 100,000) in 2025. Source: Fingertips	ASC and Health (Public Health)
H36	The estimated number of households (percentage) that are classed as being in fuel poverty (at least 10% of the household income is spent on maintaining a satisfactory level of heating for the occupants)	Smaller is better	N/A	N/A	18.5% (2023)	22% (2022)	20.6% (2021)	2023: West Mids.: 16.7% England - 11.4%	Fuel poverty has decreased from 2022. This is in line with the regional and England figures which have also decreased by from 19.6% and 13.1% respectively.	ASC and Health (Public Health)
H37	The number of deaths for infants under 1 year olds for every 1,000 live births	Smaller is better	N/A	N/A	Awaiting latest data	7.1 (2021-2023)	6.1 (2020-2022)	2021-23: England: 4.1 West Midlands: 5.9	Awaiting latest data. Source: Fingertips	ASC and Health (Public Health)
H38	The average number of years a person is expected to live in good health, free from any significant limitations in daily life	Bigger is better	N/A	N/A	Awaiting latest data	Women: 54.8 years Men: 55.5 years (2021-2023)	Women: 62.3 years Men: 60.7 years (2018-2020)	2021-2023: West Mids.: W - 60 M - 60.3 England: W- 61.9 M - 61.5	Awaiting latest data. Source: Fingertips	ASC and Health (Public Health)
H39	The number of deaths for people with severe mental illness that prematurely die before the age of 75, per 100,000 of the population	Smaller is better	N/A	N/A	Awaiting latest data	133.3 (2021-2023)	144.5 (2020-2022)	2021-23: West Mids.: 115.1 England: 110.8	Awaiting latest data. Source: Fingertips	ASC and Health (Public Health)

Corporate Performance Report 2025/26

Thriving Economy in Sandwell

Reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2024/25)	Benchmark	Commentary	Directorate
Residents and businesses are well connected and have a good travel experience in the borough										
T6	The number of road safety improvement schemes delivered	Bigger is better	3	5%	3	20	3	NA	Target achieved for this quarter. The schemes completed were: 1. New Puffin Crossing, Londonderry Road, 2. Bollard son corner of Sandwell Road, West Bromwich to protect school children, 3. Hall Green Road Wednesbury – Road safety scheme and new pedestrian crossing.	Place (Environment)
T7	The percentage of reported pot holes that require urgent attention, that have been temporarily or permanently repaired within 5 days	Bigger is better	95%	5%	99.00%	99.00%	94.50%	NA	Performance remains ahead of target, maintaining the excellent performance from quarter 4 and an improvement on the same period in the previous year.	Place (Environment)
Encourage a positive environment where businesses and our community and voluntary organisations are supported to grow and investment into the borough is maximised, creating job opportunities for local residents										
T9	The number of Businesses receiving support/advice (Explanatory note provided)	Bigger is better	130	5%	162	219	183	N/A	Between April and June 2025, the Business Growth Team supported a total of 162 businesses. Of the enquiries received during this period, 62 (38%) were related to financial assistance, 44 (27%) sought pre-start support, and 37 (23%) requested general business support and guidance. The remaining 19 (12%) of enquiries were distributed across various areas including Decarbonisation Net Zero Grants (DNZ), land and property expansion, social value initiatives, and workforce development.	Place (Regeneration)
T10	The Number of businesses receiving Financial Assistance or Grants	Bigger is better	0	5%	0	46	21	N/A	No grants have been awarded so far under Year 4 of the Integrated Settlement UK Shared Prosperity Fund (UKSPF) 2025/2026 programme, primarily due to the delayed start of activity for this funding year. However, it is anticipated that the grant allocation process will progress in Quarter 2, with the expectation that awards will begin to be issued during that period. (The UK Shared Prosperity Fund funding is combined with other government funding, giving local authorities greater control over its use to deliver projects aligned with local priorities in community, place, business, and people and skills).	Place (Regeneration)
T11	The percentage of major planning applications that have been received and a decision has been made on time (Explanatory note provided)	Bigger is better	90%	5%	90% (9 out of 10)	100% (10 out of 10)	100% (10 out of 10)	NA	The planning service has met their target and significantly exceeded the national target of 60%. This is due to the dedication and professionalism of the service.	Place (Regeneration)
T16	The number of volunteers working in Voluntary and Community sector (VCS) organisations commissioned by the Council	Bigger is better	N/A	N/A	494	762	328	N/A	The statistics provided were taken from the quarterly performance monitoring reports where organisations are required to report against the total number of volunteers worked within the organisation to deliver funded services/activities.	Assistant Chief Executive

T17	The number of people supported by Voluntary and Community Sector (VCS) organisations commissioned by the Council	Bigger is better	N/A	N/A	113,820	132,069	91,774	N/A	The statistics provided were taken from the quarterly performance monitoring reports. Desktop and direct contact assessments are undertaken to ensure organisations are delivering against performance indicators.	Assistant Chief Executive
Sandwell will be a net zero council by 2030 and a net zero borough by 2041										
T18	Ratio of diesel to lower emission vehicles in fleet (Serco & Corporate)	Bigger is better	7.5% Annual target only	5%	N/A	Council: 2.5%, Serco: 1.9%	Council: 2.5%, Serco: 1.9%	N/A	Not available in Q1, this will be available in Q2.	Place (Environment)
A thriving cultural, heritage, arts and leisure offer										
T28	The number of externally organised events delivered through event application	Bigger is better	N/A	N/A	51	3	67	N/A	The number of externally organised events have reduced compared to the same period last year due the number of applications received. However the attendance numbers have increased.	Place (Environment)
T29	The number of event attendees at externally organised events (estimated)	Bigger is better	N/A	N/A	75,017	1,970	73,769	N/A	The number of attendees has increased across externally organised events. This is due to some events operating for longer periods over the easter.	Place (Environment)
T30	The number of council organised events	Bigger is better	N/A	N/A	2	1	9	N/A	Internal events have reduced this quarter and compared to the same period last year due to the capacity of the Team to deliver large scale events.	Place (Environment)
T31	The number of event attendees at Council organised events (estimated)	Bigger is better	N/A	N/A	800	90	7,800	N/A	Internal events have reduced in quarter 1 due to the capacity of the Team to deliver large scale events.	Place (Environment)
T32	The number of visits to leisure centres (Sandwell Leisure Trust)	Bigger is better	647,723	5%	671,073	638,534 (cumulative 2,436,416)	628,857	N/A	The target for this period has been achieved and exceeded the projected outturn by 42,216 visits, or approximately 6.7%. This suggests that the service has outperformed expectations, potentially due to the early success of new initiatives. One likely contributing factor is the increased participation in Padel, recently introduced at Tipton Sports Academy, which appears to be generating strong interest and uptake.	Place (Environment)
T33a	The number of Arts and cultural events delivered in libraries	Bigger is better	405	5%	415	461	399	N/A	The target for this quarter has been achieved and exceeded by 10 (2%). More events and activities have been put on as a result of the work done by our Cultural Development Officer. However, this year we won't have the Commonwealth Games Legacy funding that we received from West Midlands Combined Authority last year, which is why lower targets have been set for Q2 onwards compared to 2024-25.	Place (Environment)
T33b	The number of Arts and cultural events delivered in museums	Bigger is better	118	5%	125	79	117	N/A	The target for this quarter has been achieved and exceeded by 7 (6%). We have delivered a few more events than in the same period last year and this is due to the development of our early years programming and activities delivered through partnership work which we are developing and are ongoing.	Place (Environment)
Contextual Measures										

T34	The number of new business births/deaths	Bigger is better	N/A	N/A	Births: 370 Deaths: 315 (Q2 calendar year)	Births: 450 Deaths: 415 (Q1 calendar year)	N/A	(Q2 Calendar Year) Dudley – B: 290, D: 265 Walsall – B: 310, D: 250 Wolverhampton – B: 265, D: 270	Source: Economic Intelligence Unit (ONS)	Place (Regeneration)
T35	Number of total jobs in Sandwell	Bigger is better	N/A	N/A	127,000 (2023)	127,000 (2023)	126,000 (2022)	2023: Black Country : 447,000 Walsall : 99,000 Dudley : 111,000 Wolverhampton : 110,000	Source: Nomis	Place (Regeneration)
T36	Gross Value Added (the value of goods and services produced in an economy, industry, or sector) total/per head/employee	Bigger is better	N/A	N/A	£21,021 (2023)	£21,021 (2023)	£19,750 (2022)	2023: Black Country: £20,565 UK: £36,103	Source: Economic Intelligence Unit (ONS)	Place (Regeneration)
T37	The number of people in employment as a percentage of all people aged 16-64 (employment rate)	Bigger is better	N/A	N/A	66.5% (March 2025)	67.3% (2024)	69.8% (2023)	March 2025: Black Country: 70.3% UK: 75.4%	The employment rate in the Black Country was 70.3% , compared to 75.4% for UK overall. Since the year ending March 2024, for the Black Country, this decreased by 0.9pp while nationally it remained unchanged. Source: Nomis	Place (Regeneration)

**Corporate
Performa**

One Council One Team

Reference	CP Indicator	Value (Bigger is better or smaller is better)	Target	Target Tolerance	Q1 Performance	Last Quarter (Q4)	This Time Last Year (Q1 2024/25)	Benchmark	Commentary	Directorate
High quality inclusive services for all of our customers										
O1	The average time it takes to speak to an advisor for calls to the Revenue and Benefits Contact Centre Average	Smaller is better	3 mins 30 seconds	5%	6 minutes and 4 seconds	4 minutes 54 seconds	2 minutes and 38 seconds.	N/A	The first quarter was very busy with staff assisting customers with queries about the major change in the local Council Tax reduction scheme (whereby Council tax is paid by local councils for residents who qualify) and more Benefit customers being transferred to Universal Credit. In total there were 12,597 calls this quarter compared to 11,108 last year (13.4% increase). Despite the increase in the number of calls regarding Council Tax, the collection rate has remained stable (see O27). We are continuing to explore Digital Options to reduce demand on the contact centre and are looking at a October go live for SMS (text) reminders to encourage customers to make timely payments before bill date. This will reduce the number of accounts in default, decrease in footfall at front office and reduce calls received in the customer contact centre. It will also reduce the requirement for paper mail and postage. This will generate a cost saving and increased speed of income.	Finance and Transformation
O2	The percentage of customers that have ended their call before speaking to an advisor for calls to the Revenue and Benefits Contact Centre	Smaller is better	8%	5%	11.50%	10.00%	3.50%	N/A		Finance and Transformation
O3	The average time it takes to speak to an advisor for calls to the Adult Social Care Contact Centre	Smaller is better	30 Seconds	5%	1 min 41 sec	1 min 35 sec	1 min 1 sec	N/A	Our Contact Centre Average wait measure has increased by 6 seconds from our last quarter and the abandonment rate was 7.28%, which remains above the target of 6%. Performance has been impacted this quarter by staff shortages i.e. vacancies, sickness and leave. Agency staff have been recruited to support the service however it has taken time to get agency staff trained on all call options. A new telephone system which will improve the customer experience will be implemented and the service is waiting for a date to go live. As part of the Adult Social Care Transformation programme, a deep dive has been completed using March 2025 information to analyse what informs the calls and emails received. We are now exploring the digital opportunities that may assist in reducing the volumes. An AI option for Blue Badges queries will go live in October. The Transformation Board continues to meet monthly to review data and identify opportunities for demand mitigation.	ASC and Health
O4	The percentage of customers that have ended their call before speaking to an advisor for calls to the Adult Social Care Contact Centre	Smaller is better	6%	5%	7.28%	7.70%	3.51%	N/A		ASC and Health
O5	The percentage of customers that have ended their call before speaking to an advisor for calls to the corporate contact centre	Smaller is better	8%	5%	3.39%	7.30% (7.18%)	8.11%	N/A	Quarter 1 targets were achieved and have reduced by 4.72% compared to Q1 the previous year. This could be attributed to the 6.23% reduction of calls offered compared to the same quarter in 2024/25. The contact centre also continues to provide daily support to the One Stop Shop and a front-line service at both community hubs each Tuesday and Wednesday.	Assistant Chief Executive

O6	The average time it takes to speak to an advisor for calls to the Corporate Care Contact Centre	Smaller is better	3 minutes 30 seconds	5%	1 minutes 17 seconds	2 minutes 13 seconds	3 minutes 18 seconds	N/A	Quarter 1 targets achieved. Average wait times have also reduced from this time last year. Following the delivery of the Customer Service Training, Team Leaders are coaching advisors regularly to reinforce their strengths but also to offer advice and guidance to improve performance and customer service skills but more importantly to recognise their efforts and boost morale within the team.	Assistant Chief Executive
O7	The percentage of customers who were happy with the service given when speaking to an advisor for calls to the corporate contact centre (Explanatory note provided)	Bigger is better	95%	5%	100%	100%	99%	N/A	100% of customers who completed the survey confirmed they were happy with the service delivered by the Contact Centre. 70.78% confirmed that their enquiry had been resolved on the day, 14.38% didn't answer this question and the remaining 14.84% said no. The main reasons why their enquiry wasn't resolved was that they were waiting for further action to be carried out by the service area or had requested a call back. The 3 top areas were Repairs, Environmental and Tenancy Management enquires.	Assistant Chief Executive
O8	The average number of days taken to process Housing Benefit New Claims	Smaller is better	25 days	5%	24.45 days	26 days	33 days	25 days	The increase in the number of days to process Housing Benefit New Claims and Changes in Circumstances is due to the increase in the number of Universal Credit(UC) and Council Tax Reduction notifications the service is receiving from the Department for Work and Pensions due to the Universal Credit Migration and the changes to our Council Tax Reduction scheme. Overtime is being worked on a regular basis to keep on top of the increased workload and officers from other teams have also been providing support.	Finance and Transformation
O9	The average number of days taken to process Housing Benefit Changes in Circumstances	Smaller is better	8 days	5%	9.54 days	3 days	8 days	8 days		Finance and Transformation
O10	The percentage of Subject Access Requests (SARs) that are responded to within timescales (Explanatory note provided)	Bigger is better	90%	80%-90%	58 % (66 received)	68 % (78 received)	82% (70 received)	N/A	Performance remains worse than target. A Directorate breakdown has been shared in the Council to identify which areas need the most improvement and digital options are being explored.	Finance and Transformation
O11	The percentage of Freedom of Information (FOI) requests that are responded to within timescales (Explanatory note provided)	Bigger is better	90%	80%-90%	71 % (324 received)	74% (326 received)	85% (266 received)	N/A	Performance remains worse than target. A Directorate breakdown has been shared in the Council to identify which areas need the most improvement and digital options are being explored.	Finance and Transformation
O12	The average number of working days for stage 1 complaints to be responded to (excluding any that are about Adult Social Care) (Explanatory note provided)	Smaller is better	10 working days	5%	8.91 days	12.88 days	9.76 days	N/A	The quarter 1 figure does not include Housing Complaints, this is due to changes to the way complaints are logged and recorded which means the additional data produced as a result needs further validation to ensure it's accurate. A report has now been built to support with this, so future data reporting will be accurate and on time.	Assistant Chief Executive
O13	The average number of working days for Councillor enquiries to be responded to	Smaller is better	10 working days	5%	7.84 days	6.85 days (7.56 days)	6.65 days	N/A	Performance remains better than target.	Assistant Chief Executive

O14	The average number of working days for MP enquiries to be responded to	Smaller is better	10 working days	5%	11.41 days	11.81 days (11.87 days)	10.21 days	N/A	In Quarter 1 - 443 MP enquiries were received, compared to 398 during the same period last year-an increase of 11%. The average response time increased from 11 to 15 working days, aligning with the higher volume of enquiries. Within Housing Solutions, response times were particularly affected due to staffing shortages, leading to significant delays. This issue was resolved earlier this month, and we are now seeing consistent weekly improvements in our MP reporting.	Assistant Chief Executive
O15	The percentage of complaints received that are at stage 2 (Explanatory note provided)	Smaller is better	N/A	N/A	6.09%	9.69%	8.54%	N/A	The quarter 1 figure does not include Housing Complaints, this is due to changes to the way complaints are logged and recorded which means the additional data produced as a result needs further validation to ensure it's accurate. A report has now been built to support with this, so future data reporting will be accurate and on time.	Assistant Chief Executive
O16	The average score given from customers who have visited the One Stop Shop (Explanatory note provided)	Bigger is better	4 out of 5	N/A	4.87	Reception Rating: 4.87	Reception Rating: 4.89	N/A	These are a selection of the positive comments provided by customers: "Excellent", "Very helpful", "Great service", "Good service" and "Again, supportive and helpful..."	Assistant Chief Executive
O17	The average score given from customers who have sent an enquiry or request to the council using MySandwell (an online portal and mobile app for the residents of the Sandwell to access and manage their council services)	Bigger is better	4 out of 5	5%	4.64 (36,392 ratings)	4.59 (103,992 ratings)	4.58 (22,200 ratings)	N/A	No major changes to any process ratings which suggest processes remain stable and meeting residents needs and expectations as far as ratings on submission.	Assistant Chief Executive
O18	The average score given from customers when their enquiry has been closed and was sent to the council using MySandwell	Bigger is better	4 out of 5	5%	4.35 (3,269 ratings)	4.37 (11,317 ratings)	4.40 (3,375 ratings)	N/A	As far as end-to-end customer experience (rating after service provided), 84% of the total customer ratings left an experience rating of 4 or 5 stars, representing a very positive reflection of the services rated. Attendance at the tip having the greatest positive impact on customer experience. Potholes and street maintenance was the single service that attracted the most negative feedback, where 69% of the total 100 ratings during this period rated their experience 1 or 2 stars, citing "not resolved to my satisfaction" being the primary reason for low ratings (customer comments are available for analysis if required). This is followed by Missed Collections, with 51% of 232 ratings 1 or 2 star, again (not resolved to my satisfaction" being the primary reason left.	Assistant Chief Executive
A sustainable financial strategy and frameworks to enable controlled and coherent delivery of the council's priorities										
O25	The percentage variance from the agreed budget for the General Fund	Smaller is better	0%	0.50%	0.30%	-0.45%	0.20%	N/A	The General Fund has a Gross Budget of £824.055m. There is a £2.218m overspend in Q1, resulting in a 0.3% variance.	Finance and Transformation
O26	The percentage variance from the agreed budget for the Housing Revenue Account	Smaller is better	0%	0.50%	0.10%	-4.08%	1.50%	N/A	The Housing Revenue Account (HRA) has a Gross Budget of £157.023m. There is a £0.171m overspend in Q1, resulting in a 0.1% variance.	Finance and Transformation

O27	The percentage of Council Tax collected	Bigger is better	27.86%	1%	27.62%	94.61%	27.86%	TBC	For Q1, the Council Tax collection rate is within our target tolerance. The change to the Council Tax Reduction Scheme implemented in March has not adversely affected collection rates. The Council Tax debt portfolio has increased due to additional premium accounts, which are properties that are empty and unfurnished for 1 year or more (previously this was 2 years) and the team are taking action to recover these funds. However, overall recovery is stable this quarter.	Finance and Transformation
O28	The percentage of Business Rates collected	Bigger is better	29.03%	1%	30.33%	94.00%	29.03%	TBC	For Q1, Business rate collection has started well. Following the opening of the new Midland Metropolitan University Hospital, they paid their rates in full (£3.8m for 2025/26).	Finance and Transformation
O29	The percentage of housing rent collected (including arrears from previous years) (Explanatory note provided)	Bigger is better	95.60%	5%	96.11%	96.91%	95.56%	Year End 2024/5 - National Median 97.82%/ English LA's and ALMOS >10k stock Median 97.09% Source: Housemark July 25	Performance for Quarter 1 is above the target of 95.60%. The team continues to take a proactive approach in managing rent arrears at an early stage, helping customers stay in control of their finances and maintain regular payments. In response to seasonal trends where rent tends to become a lower priority during the summer months, a targeted summer campaign has been launched. This initiative aims to support customers with the additional financial pressures of the season, including costs related to school uniforms, children's activities, and other summer expenses.	Place (Housing)
O30	Debt servicing costs as a % of net revenue budget (Explanatory note provided)	Smaller is better	TBC	5%	NA	TBC	TBC	TBC	Performance figure TBC	Finance and Transformation
An outstanding corporate parent, with all of the young people in our care reaching their full potential										
O32	Care experienced young people 19-21 in Employment, Education and Training (EET) (Explanatory note provided)	Bigger is better	42%	5%	42.40%	46.80%	41.50%	2023/24 West Midlands: 51.7% Statistical Neighbour: 49.3% England: 54%	Performance has been achieved this quarter. A year end target has been set of 49%. Targets have been profiled across the year as it can differ depending on the time of year. During Q1, some young people come out of education at the end of the academic year before starting further education, employment or training, which is why there is often a decrease. Performance is higher than this time last year.	Children and Education
O33	Care experienced young people 19-25 in Employment, Education and Training (EET)	Bigger is better	42.00%	5%	41.90%	43.40%	41.30%	N/A (DfE Measures 17-18 and 19-21 year olds as benchmarking data)	Performance is just below target this quarter. A year end target has been set of 45%. Targets have been profiled across the year as it can differ depending on the time of year. During Q1, some young people come out of education at the end of the academic year before starting further education, employment or training, which is why there is often a decrease. Performance is higher than this time last year.	Children and Education
O34	The number of apprenticeships filled borough wide by Care experienced Young People and Children in Care	Bigger is better	10	1	9	17	7	N/A	Performance is just below target this quarter. A year end target has been set of 20. Targets have been profiled across the year as the outturn can differ depending on the time of year.	Children and Education

O35	The number of apprenticeships filled at the Council by Care experienced young people and Children in Care	Bigger is better	6	1	8	6	4	N/A	Performance is 8 this quarter. A year end target has been set of 10. There are 5 apprenticeships ringfenced for 2025/26, but we expect to see a higher outturn with the upcoming apprenticeship opportunities coming up later in the year.	Children and Education
Clear and transparent decision making and effective governance (data driven)										
O47	Percentage of Council Staff / Members who have completed child rights training (Explanatory note provided)	Bigger is better	TBC	N/A	N/A	(2.78%) 111 staff	NA	N/A	To be reviewed in line with the Child Friendly Development Priority Action Plan	Assistant Chief Executive
O48	Percentage of elected members with Personal Development Plans	Bigger is better	50%	TBC	N/A for Q1	NA	NA	N/A	Significant work has been carried out alongside members to co-design a refreshed member development strategy, member induction plan and to revitalise the member PDP process to ensure collaboration and engagement with members, identifying pathways for members as part of their learning and development. Training from the LGA is also being promoted and offered to elected members. Member PDP's will be completed from August 2025.	Assistant Chief Executive
All of our residents, including our children and young people, are active participants in influencing change – through being listened to, their opinions are heard and valued										
O50	The response rate for the annual SHAPE Survey (Explanatory note provided)	Bigger is better	2,500	N/A	2552 (2025) Annual	2751 (2024)	N/A	N/A	Performance is above target but worse than last year. This is because the survey went out nearly a month later this year because of a new way we have undertaken to do the surveys. We now assign leads for each of the topic areas and the leads wanted more time to develop the questions. However, anything over 2,500 is considered a good response rate.	Assistant Chief Executive
O51	The number of Schools across Sandwell engaging with the Council (Explanatory note provided)	Bigger is better	80% Schools in the borough (annual target)	5%	CF - 4 SHAPE - 34	24%	N/A	TBC	This measure looks at engagement through SHAPE, a Child's Voice Initiative designed to listen to children and young people in Sandwell and Child Friendly Activity, which references Child Friendly Sandwell, the Council's commitment to becoming a UNICEF Child Friendly Community. This quarter 4 schools were engaged through Child Friendly activity and 34 schools were engaged through SHAPE.	Assistant Chief Executive
O52	The number of staff that have undertaken Children's rights impact assessments training (Explanatory note provided)	Bigger is better	TBC	N/A	N/A	26	N/A	TBC	To be reviewed in line with the Child Friendly Development Priority Action Plan	Assistant Chief Executive

Corporate Performance Report - Explanatory notes

CP reference	CP Indicator	Notes
Growing up in Sandwell		
G2	The number of good quality childcare places, for children aged 0-4 of working parents, to enable them to take up their 30 hours funded place by September 2025.	Eligible working families can apply for 30 hours of childcare to use from the term after their child turns 9 months until they reach school age. This can be used for 38 weeks per year (term-time only), which equates to 1,140 hours annually. Parents may be able to stretch these hours across more weeks (e.g. Fewer hours per week for more weeks). Local authorities have a legal duty under the Childcare Act 2006 to ensure there are enough childcare places, including for the 30 hours funded childcare entitlement, so far as is reasonably practicable for working parents. Local authorities conduct assessments and collaborate with childcare providers and schools to identify and meet demand, ensuring sufficient places are available to eligible parents who need them.
G3	The number of 'wraparound' childcare places to enable all working parents of children aged 4-11 to have access to childcare during term if they require it, by September 2025.	Wraparound childcare refers to before and after-school care for school-age children, typically aged 5–14 (or up to 18 for children with SEND), designed to support working parents by covering the hours when schools are not in session.
G9	Rate of Children on a Child Protection Plan at the end of each quarter (Rate per 10,000)	A Child Protection Plan is put in place when a child is assessed as being at risk of significant harm (from neglect, abuse, or other forms of maltreatment) following a child protection conference. The plan outlines: Actions to protect the child; Services the child and family will receive; Responsibilities of professionals involved.
G10	Rate of Children in Care at the end of each quarter (Rate per 10,000 children)	These are children who are formally looked after by a local authority, including those in foster care, in children's homes or residential care, placed with extended family (kinship care), Under interim or full care orders and accommodated voluntarily under Section 20 of the Children Act 1989.
G12a	Number of children and young people engaging in council led activities across Sandwell via Go Play, HAF, SHAPE and Child Friendly Sandwell Activity	Go Play Sandwell is a Sandwell Council-funded project offering free, inclusive play sessions for children aged 6-12 (and up to 16 with special needs) at various indoor and outdoor venues, including community centres, libraries, and parks, across the borough. HAF is the UK's Holiday Activity and Food programme, a government-funded initiative providing free activities and meals for children eligible for benefit-related free school meals during the Easter, Summer, and Christmas holidays. SHAPE is a Child's Voice Initiative designed to listen to children and young people in Sandwell. It focusses on the 5 Every Child Matters Outcomes; Staying Safe, Being Healthy, Enjoying & Achieving, Making a Positive Contribution and Economic Wellbeing. Child Friendly Sandwell is Sandwell Council's commitment to becoming a UNICEF Child Friendly Community, meaning it prioritizes children's rights and well-being in decision-making and services to create a safe, fair, and welcoming environment for children and young people to thrive.
G12b	Number of children and young people engaging in council led activities across the Youth Service	This indicator has 3 sections: Reach of Young People, Reach of Young People with declared Special Educational Needs and Disabilities and Engagement of Young People through detached Youth Work, which is youth work that takes place in the communities where the young people are (streets, parks and other public areas).
G31 and G32	Proportion (percentage) of children in Reception (usually aged 4 to 5 years old) who are overweight or obese on measurement of their body mass index (BMI) Proportion (percentage) of children in Year 6 who are overweight or obese on measurement of their body mass index (BMI)	Children are classed as overweight if their BMI is centile greater than or equal to the 85th centile but less than the 95th centile (i.e. overweight but not living with obesity), classed as obese if their BMI centile greater than or equal to the 95th centile, and severely obese if their BMI centile is greater than or equal to 99.6.
Living in Sandwell		
L2	Improvement in street and environmental cleanliness: Litter; Detritus; Graffiti; Fly-posting	Sites are inspected across the borough three times a year (July, November and March) and graded. This information is then used to calculate the levels of cleanliness for each category. Further information can be found at: https://www.gov.uk/government/publications/code-of-practice-on-litter-and-refuse
L14	The percentage of Properties owned by private landlords reported as not having safe living conditions either resolved positively or processed to legal action within processing times	This performance indicator monitoring's the timely and effective handling of housing disrepair complaints from tenants. A positive outcome can mean a landlord makes the necessary repairs to resolve the disrepair, or formal action such as serving a statutory notice or commencing legal proceedings is taken within the council's expected timeframe, leading to a resolution of the complaint.

L18a - L18f	The percentage of gas safety checks that have been completed in in council owned housing properties The percentage of fire safety checks that have been completed in council owned housing properties The percentage of asbestos safety checks that have been completed in communal areas of council owned housing properties The percentage of water safety checks that have been completed in council owned housing properties The percentage of passenger lifts in communal areas of council owned stock that have had a safety check carried out The percentage of 5 yearly electrical safety checks that have been completed in council owned housing properties	These checks show how the council is keeping homes safe by completing inspections that are required in the key areas of building safety (gas, fire, asbestos, water, electric and lifts). The council has to complete these checks and they are reported as part of the Tenant Satisfaction Measures which show how the council is performing for the homes that our tenants live in.
L19	The percentage of homes that are owned by the council that do not meet the standard called Decent Homes	This is the percentage of homes that are owned by the council's housing service that do not meet the Decent Homes Standard, which sets out the minimum standards for social housing.
L36	The number of domestic abuse cases referred to the Multi-Agency Risk Assessment Conference (MARAC)	A Multi-Agency Risk Assessment Conference (MARAC) is a meeting where representatives from various agencies (such as police, probation, housing, and health) share information on high-risk domestic abuse cases to create a coordinated action plan to reduce harm to the victim and increase their safety. Anyone aged 16 or over can be referred to MARAC. The government definition of domestic abuse acknowledges that young people can be both victims and perpetrators. A MARAC perpetrator can be a partner from an intimate relationship, a sibling, parent, adult child, grandparent, in-law or step family member. For more information, please see https://www.sandwell.gov.uk/domestic-abuse/multi-agency-risk-assessment-conference-marac
L38	The percentage of people claiming benefits for the reason of being unemployed (based on administrative data from the benefits system and reported by the Office for National Statics (NOMIS))	The Claimant Count is the number of people claiming benefit principally for the reason of being unemployed. This is measured by combining the number of people claiming Jobseeker's Allowance (JSA) and National Insurance credits with the number of people receiving Universal Credit principally for the reason of being unemployed. Claimants declare that they are out of work, capable of, available for and actively seeking work during the week in which the claim is made.
L39	The median income (earnings) per week for people living in Sandwell (as reported by the Office for National Statics (NOMIS))	This data set provides information about earnings of employees who are working in an area, who are on adult rates and whose pay for the survey pay-period was not affected by absence. The Annual Survey of Hours and Earnings (ASHE) is based on a sample of employee jobs taken from HM Revenue & Customs PAYE records. Information on earnings and hours is obtained in confidence from employers. ASHE does not cover the self-employed nor does it cover employees not paid during the reference period.
L40	The number of people of working age who are neither employed nor actively seeking employment (as reported by the Office for National Statics (NOMIS))	People who are neither in employment nor unemployed. This group includes, for example, all those who were looking after a home or retired.
Healthy Sandwell		
H2	The proportion of people using social care, who receive self-directed support, and those receiving direct payments, as outlined by the Adult Social Care Outcomes Framework 3D	Self Directed Support is where an individual takes responsibility for managing their own support arrangements. A direct payment is a way for individuals to arrange and pay for their own care and support services, rather than relying on the council to directly provide them.
H5	The proportion of people who received short-term social care services during the year, who previously were not receiving social care services and where no further request was made for ongoing support, as outlined by the Adult Social Care Outcomes Framework 2A	Short-term social care services are temporary support to individuals to allow regular caregivers a break or to help regain independence after a hospital stay or illness.
H7	Number of NHS Health Checks delivered	NHS Health Checks are a free health assessment offered to adults aged 40-74 without certain pre-existing conditions. Local authorities have a duty to make sure all eligible persons are offered an NHS Health Check every 5 years. These checks are designed to help prevent conditions such as heart disease, stroke, type 2 diabetes, kidney disease, and certain types of dementia.
H9	The number of adults completing a National Health Service Tier 2 weight management programme.	NHS Tier 2 weight management programmes are structured, free, 12-week programmes for adults with a BMI over 30 (or 27.5 for Black, Asian, and minority ethnic groups) who also have related health conditions like diabetes or hypertension. In Sandwell the programme is by the Council (although it is currently contracted to another provider) and it provides a combination of nutritional guidance, physical activity support, and behavioural change strategies, either digitally or face-to-face. The programme serves as the second level in a broader tiered care pathway for obesity management in the UK
Thriving Economy in Sandwell		
T9	The number of Businesses receiving support/advice	The Council have Business Support Advisors who assist businesses with a wide range of requests including Business Advice, Commercial Property advice, Environmental Management, Expansion/Growth/Relocation, Financial Assistance, Land and Property, Product Innovation, Social Value/Community Benefits, and Start-Up support.

T11	The percentage of major planning applications that have been received and a decision has been made on time	The statutory period is 13 weeks for applications for a major development, unless an application is subject to a Environmental Impact Assessment, in which case a 16-week period applies. An application is considered major if it falls into any of the following categories: •10 or more dwellings •A site area of 0.5 hectares or more (if the number of dwellings is unknown) •Minerals or waste developments •Wind turbines and renewable energy projects (in some cases) •Infrastructure projects (e.g. roads, pipelines, etc.)
One Council One Team		
O7	The percentage of customers who were happy with the service given when speaking to an advisor for calls to the corporate contact centre	All customers contacting the Corporate Contact Centre are asked to take part in a Satisfaction Survey at the end of the call. For those customers who do opt in are asked 'Are you happy with the service we provided today? This measures how happy customers are with the overall experience of their interaction with the advisor / council service. Providing a score between 1-5 (1= Very dissatisfied / 2 = Dissatisfied 3 = Neutral 4 = Satisfied 5 = Very satisfied)
O10	The percentage of Subject Access Requests (SARs) that are responded to within timescales	Under UK Data Protection Law (UK GDPR) Organisations must respond to Subject Access Requests within one calendar month of receipt. This period can be extended by up to two additional months if the request is complex or numerous, but the individual must be informed within the first month.
O11	The percentage of Freedom of Information (FOI) requests that are responded to within timescales	Under the Freedom of Information Act (FOIA), Public authorities must respond to Freedom of Information requests within 20 working days of receipt. This deadline can be extended by a further 20 working days (40 working days in total) if the requested information falls within the scope of a qualified exemption and additional time is required to consider the public interest test. The public interest test is a process that considers the public interest in releasing or withholding the requested information. Where this extension is required, the customer will be informed of this.
O12	The average number of working days for stage 1 complaints to be responded to (excluding any that are about Adult Social Care)	Customers or residents are able to complain to the council if they are unhappy with the standards of service, actions or lack of actions by the council, its own staff or those acting on its behalf which affect individuals or groups of individuals. All complaints have a date when they should be completed by. This is measuring the average number of working days taken to resolve a customer's initial complaint, known as a stage 1 complaint. Any Adults Social Care Stage 1 complaints are not included.
O15	The percentage of complaints received that are at stage 2	If a customer or resident is dissatisfied with the response of the Stage 1 Complaint they can request that this is reviewed by an investigating officer who has not had any previous involvement with their complaint, this is known as a Stage 2 Complaint. This measures the % of complaints where customers / residents are not satisfied with the outcome of a Stage 1 complaint.
O16	The average score given from customers who have visited the One Stop Shop	All One Stop Shop Customers are asked to rate the service they have received before they leave. This measures how happy customers are with the overall experience of their interaction with the advisor / council service that day. This measures the average rating provided. Scores are between 1-5 (1= Very dissatisfied / 2 = Dissatisfied 3 = Neutral 4 = Satisfied 5 = Very satisfied).
O29	The percentage of housing rent collected (including arrears from previous years)	This is the housing rent collected by Sandwell as a percentage of all rent that is due to be paid by housing tenants. It includes any rent not paid from previous years.
O30	Debt servicing costs as a % of net revenue budget	Debt servicing costs are the expenses incurred from interest payments on borrowed money, which varies with interest rates and inflation
O32	Care experienced young people 19-21 in Employment, Education and Training (EET)	In Sandwell, a care experienced young person is a child or young person who has been in the care of the local authority at any stage of their life, or is currently in care. This includes those in foster care, residential homes, kinship care, or under a supervision order.
O47	Percentage of Council Staff / Members who have completed child rights training	Staff and elected Members undertake this training to understand the United Nations Convention on the Rights of the Child, which outlines children's rights to survive, grow, participate, and fulfil their potential.
O50	The response rate for the annual SHAPE Survey	The SHAPE Survey is an annual online survey sent to schools and colleges for children and young people aged 9 – 18 years to consult with young people on various topic areas that affect them in today's society. The survey is completed every year and is completed online. The SHAPE Programme is a Child's Voice Initiative designed to listen to children and young people in Sandwell. It focusses on the 5 Every Child Matters Outcomes; Staying Safe, Being Healthy, Enjoying & Achieving, Making a Positive Contribution and Economic Wellbeing.
O51	The number of Schools across Sandwell engaging with the Council	This measure looks at engagement through SHAPE, a Child's Voice Initiative designed to listen to children and young people in Sandwell. It focusses on the 5 Every Child Matters Outcomes; Staying Safe, Being Healthy, Enjoying & Achieving, Making a Positive Contribution and Economic Wellbeing. It also includes engagement through Child Friendly Activity, which references Child Friendly Sandwell, the Council's commitment to becoming a UNICEF Child Friendly Community, meaning it prioritizes children's rights and well-being in decision-making and services to create a safe, fair, and welcoming environment for children and young people to thrive.
O52	The number of staff that have undertaken Children's rights impact assessments training	The UNICEF UK Child Friendly Cities & Communities programme has produced a child rights impact assessment (CRIA) template, with accompanying guidance and advice, specifically for local government and partners – offering a standard tool through which to measure the impact of local policies or services on children's rights. A child rights impact assessment is a tool that helps make sure children's rights are considered when making decisions. It can be used when planning services, setting budgets, creating policies, solving problems, and designing or reviewing programs. A child rights impact assessment shows what children and young people should be able to expect from the local council and its partners. It looks at plans or proposals from a child's point of view and checks how they affect children based on their rights under the United Nations Convention on the Rights of the Child.