

Corporate Performance Report 2025/26

Rag Rating

| | |
|-------|--|
| Green | On or better than target |
| Amber | Worse than target but within target tolerance |
| Red | Worse than target and outside the target tolerance |

Growing up in Sandwell

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|---|---|--|--------------------------|------------------|--|--|--|--|--|------------------------|
| Children and young people are given the best start in life and are well prepared for school | | | | | | | | | | |
| G2 | 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 | 473 | NA | N/A | At the end of Quarter 2, the target for this measure has been achieved. The Department for Education (DfE) provided funding for the provision of some new places. At the end of Q2, we have 283 non-grant funded places that have been created and are open and 190 DfE grant funded places have also been created. We are awaiting a further 131 places which have been delayed due to Council commissioning of LA sites, Ofsted registrations not yet being received and also contractors being allocated to building work. | Children and Education |
| G3 | 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% | 252 full places and 57 extended places | 311 full places and 57 extended places | 704 (prediction as no funding was allocated at this point) | N/A | Since the target was set, funding from the DfE has been scaled back because of the lower than predicted demand for wraparound care places in the borough. The target set is therefore not what we were working towards, therefore no RAG rating has been provided. At the end of Quarter 2 (September) we had 311 full wrap around places with 57 extended places (where a setting has extended the existing provision). The predicted number of places was higher in Q2 last year because this was based on government funding and anticipated demand, which has since been revised down significantly. The figure for Q1 has also been revised, as this was based on incorrect information from some schools who provided the total number of places instead of new places. There are still 100 new wraparound places to be operational, so the 268 figure will increase over the next few months. | Children and Education |
| Children and young people make good progress at school from preschool to when they leave school age 16 – ambition to reach national standard | | | | | | | | | | |
| G4 | Educational Attainment: percentage of all pupils in Sandwell schools attaining the expected standard or above in reading, writing and maths at the end of Key Stage 2 (Year 6) (Explanatory note provided) | Bigger is better | 60% (AY 2024/25) | 2ppts | Annual | 61% (AY 2024/25) (Provisional) | 59% (AY 2023/24) | 2024/25 AY Provisional Regional: 60% National: 61% Stat Neigh: 60% | Based on provisional KS2 2024/25 Academic year data, performance exceeds the target, is in line with National and exceeds regional and statistical neighbour comparators. | Children and Education |
| G5 | Educational Attainment: percentage of all pupils in Sandwell schools achieving a Grade 5 (strong pass) or above in both English and Maths at the end of Key Stage 4 (Year 11). (Explanatory note provided) | Bigger is better | 36% (AY 2024/25) | 0ppts | Annual | 34% (AY 2024/25) (Provisional) | 35% (AY 2023/24) | 2024/25 AY Provisional: Regional: 41% National: 45% Stat Neigh: 38% | Based on provisional KS4 2024/25 Academic year data, performance is 2 percentage points (ppts) below the target but within tolerance. Performance is 11ppts below national, 7ppts below regional and 4 ppts below the average for the statistical neighbour group. Published data indicates that Sandwell school performance at KS4 English and Maths at grade 5 or above still remains below National figures, with the gap similar to previous years (currently -11%). Performance in English was at grade 5 or above was 55%, 17% above that in maths at 38%, with outcomes in English demonstrating an improving trend. Improving attainment in both subject areas remains a priority, but particularly in maths. The service has plans in place (subject to funding being approved) to improve performance, including: Peer to Peer support for schools is being continued into 2025/26, with a specific strand for maths and 121 peer support for Headteachers, a continuation of the Teaching and Learning Network, and support for vocational subjects at KS4, which is recognised as an area that needs to be improved. | Children and Education |
| G27 | Educational Attainment: percentage of disadvantaged pupils in Sandwell schools achieving a Grade 5 (strong pass) or above in both English and Maths at the end of Key Stage 4 (Year 11). (Explanatory note provided) | Bigger is better | 24% (AY 2024/25) | 1ppt | Annual | 23% (AY 2024/25) (Provisional) | 23% (AY 2023/24) | 2024/25 AY Regional: 25% National: 26% Stat Neigh: 24% | Based on provisional KS4 2024/25 Academic year data, performance is 1 ppts below the target but within tolerance. Performance is 3ppts below national, 2 ppts below regional and 1 ppts below the average for the statistical neighbour group. Performance for the disadvantage group is relatively stronger when compared to performance for the KS4 cohort overall. | Children and Education |

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|---|--|--|--|------------------|--|--------------------------------------|-------------------------------------|---|--|---------------------------------|
| G26 | Educational Attainment: percentage of disadvantaged pupils in Sandwell schools attaining the expected standard or above in reading, writing and maths at the end of Key Stage 2 (Year 6) | Bigger is better | 49% (AY 2024/25) | 2ppts | Annual | 50% (AY 2024/25) (Provisional) | 48% (AY 2023/24) | 2024/25 AY Provisional Regional: 49% National: 47% Stat Neigh: 51% | Based on provisional 2024/25 Academic year data, performance for the disadvantaged group at KS2 exceeds the target and National and regional Comparators. Performance for the Statistical neighbour groups is 1ppts higher. | Children and Education |
| G6 | Placeholder for replacement for '% of Schools 'Good' or 'Outstanding' OFSTED rating All Schools' (OFSTED is the Office for Standards in Education, Children's Services and Skills) | Bigger is better | NA | 2ppts | NA - measure discontinued and alternative under review | NA | 88% (31 Aug 2024) | N/A | This measure has been discontinued and alternative is under review. New Ofsted Framework will commence 10 November 2025, The new judgements are completely different from the old judgements and it isn't clear how data could be summarised yet. Some schools may not be inspected on the new framework for 5 years. | Children and Education |
| Children and young people have good levels of attendance at school | | | | | | | | | | |
| 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 | 47.2 | 46.6 | March 2024/25: Regional:44.7 National:41.6 Stat Neighbour: 61.2 | The number of Children on a Child Protection Plan as of the 30th September 2025 is 410. This equates to a rate of 47.2 per 10,000 which is below Statistical Neighbour average of 61.2 and slightly above regional and national averages. Operational Service and Quality Assurance Service continue to ensure Children on Plans for over 15 months are reviewed, currently we have just two children on a plan for over 2 years | Children and Education (SCT) |
| G10 | Rate of Children in Care at the end of each quarter (Rate per 10,000 children) (Explanatory note provided) | Smaller is better | 94 | <100.0, >94.0 | 94.7 | 93.05 | 95.2 | March 2024/25: Regional: 90 National: 70 Stat neighbour: 108.7 | The number of children we care for has decreased to 808 (816 the last month). The current rate of children we care for is now at 93.05 per 10,000 which is below Statistical Neighbour average of 108. We currently have 40 Separated Young People (formerly Unaccompanied Asylum Seeking Children) open. | Children and Education (SCT) |
| G11 | 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% | 8.7% | 10.60% | March 2024/25: Regional: 10% National: 10% Stat Neighbour: 9.5% | The number of Children with 3 or more moves in the last 12 months remains below all our comparators, as of 30th September 2025, 70 Children we Care for have had 3 or more moves in last 12 months (1st October 2024 to 30th September 2025) | Children and Education (SCT) |
| Children and young people are supported to lead happy and healthy lives with access to a range of opportunities for positive activities, play and having fun | | | | | | | | | | |
| G12a | Number of children and young people engaging in council led activities across Sandwell via Go Play, 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 (10% annual target population 4-25yrs - attendances) | 5% | GP 1708 | GP 1463 | GP 5,478 | N/A | The targets provided are annual, there are no quarterly targets, but a quarterly position will be reported this year against the annual target. There were a large number of Go Play sessions delivered in Q1. Qtr. 2 Child Friendly activity was incorporated into HAF and Go Play activity there was no stand alone child friendly activity over Qtr. 2 period. SHAPE engagement has predominantly been through the SHAPE Summer Fest which saw an attendance numbers of 4000 children and young people, SEND reference groups, youth forums and co-production sessions. | Children and Education |
| | | | | | HAF 4846 (589 SEND) | HAF 7800 (1121 SEND) | HAF 12,519 | | | |
| | | | | | CF 30 Shape-743 | SHAPE - 6594 | SHAPE 4,719 | | | |

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|---|---|--|---|------------------|--|---|---|---|---|------------------------|
| 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% | Reach of Young People: 645 | Reach of Young People: 937 | Reach of Young People: 592 | N/A | The targets provided are annual, there are no quarterly targets, but a quarterly position will be reported this year against the annual target. Performance across all three areas is better compared to last year for a number of reasons. The new youth bus was out during Q2 and as a result we have seen increased engagement in our detached sessions, which the bus supports. The better weather has also meant that we have had increased engagement during the summer in our Holiday Activity and Food Parks programme. The service also had increased funding for additional detached youth work sessions from the Violence Reduction Partnership in targeted neighbourhoods during the summer which has helped increase engagement. Finally, we have seen an increase in declared SEND in universal settings and a second session of MARVEL Youth Club is due to start in Quarter 3. | Children and Education |
| | | | | | Reach of Declared SEND Young People: 93 | Reach of Declared SEND Young People: 91 | Reach of Declared SEND Young People: 41 | | | |
| | | | | | Engagement of Young People through detached Youth Work: 4088 | Engagement of Young People through Detached Youth Work: 4,401 | Engagement of Young People through detached Youth Work: 2,984 | | | |
| 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 | 56,784 | 5% | 49,419 | 57,112 | 49,601 | N/A | The target for this quarter has been achieved and exceeded by 328 (1%). This is due to an increase take-up of electronic books and magazines, possibly as a result of buying fewer physical books due to budget limitations. | Place (Environment) |
| G14 | The take up of free activities that are available in libraries for children under the age of 16 years old | Bigger is better | 2,212 | 5% | 2,111 | 2,344 | 2,190 | N/A | Free activity for children and families is one of our primary objectives, especially where we can link it with borrowing books to improve literacy. We are using external funding (Covid) to pay for activities, which will end in 2025-26. | Place (Environment) |
| Children, young people and their families receive the right support, in the right place, at the right time | | | | | | | | | | |
| G18 | 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 | 727 | 838 | Q4 2024/25: Regional average: 1,295 | The Additional Family Help Operational Group is analysing data to understand the recent decline in Early Help Assessments (EHAs), noting that many schools have not yet submitted their information. Early findings from the new school safeguarding audit suggest an increase in single-agency support, with delays in reporting partly due to DSL changes. More data is needed to gain a full picture across partners. The group continues to promote the value of multi-agency EHAs, which have been effective—75% of families supported this way do not need further help within a year. Partners have been reminded to advocate for multi-agency working, and three promotional events in November aim to boost EHA awareness and usage. This effort aligns with the Families First reform, emphasising early, coordinated support to prevent escalation and improve outcomes for children. | 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% | 75.90% | 73.30% | March 2024/25: Regional: 83.4% National: 84.5% Stat Neighbour: 82.9% | The percentage of single assessments completed within 45 working days is 75.9%. In September 2025 performance in relation to new assessments is at 77.7% (206/265), with review assessments on current open children at 68.3% (43/63). This is below the England (84.5%), Statistical Neighbour (82.9%) and West Midlands Average (83.4%). Although performance over last 6 months is 87%. Reasons for the decrease include changes to staffing and the summer holiday periods. Moving forward with a full complement of staff performance is expected to improve. | Children and Education |

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|---|---|--|-------------------------------|------------------|----------------|---------------------------------------|-------------------------------------|---|--|------------------------|
| All children and young people have the same opportunities to achieve their full potential and are supported by adults, including parents and carers, to establish high aspirations | | | | | | | | | | |
| G22 | Educational Attainment: Percentage of pupils with an Education, Health and Care Plan (EHCP) in Sandwell schools achieving the expected standard or above in reading, writing, and maths at the end of Key Stage 2 (Year 6) | Bigger is better | 8% (AY 2024/25) | 1ppts | Annual | 5% (AY 2024/25) (Provisional) | 7% (AY 2023/24) | 2024/25 AY Provisional: Regional: 7% National: 9% Stat Neigh: 7% | Based on provisional KS2 2024/25 Academic year data for pupils with an EHCP, performance is 3 ppts below the target. Performance is 4ppts below national, 2ppts below regional and 2 ppts below the average for the statistical neighbour group. | Children and Education |
| G23 | Educational Attainment: Average Attainment 8 score for pupils with an Education, Health and Care Plan (EHCP) in Sandwell schools at the end of Key Stage 4 (Year 11). (Attainment 8 measures the average achievement of pupils across eight GCSE or equivalent qualifications.) | Bigger is better | 14.0 (AY 2024/25) | 1 points | Annual | 15.4 (AY 2024/25) (Provisional) | 12.8 (AY 2023/24) | 2024/25 AY provisional: Regional: 13.3 National: 14.8 Stat Neigh: 11.7 | Based on provisional KS4 2024/25 Academic year data for pupils with an EHCP, performance is 1.4 points above the target. Performance is 0.6 point above the national, 2.1 points above regional and 3.7 points above the average for the statistical neighbour group. | Children and Education |
| G25 | Educational Attainment: Percentage of pupils receiving Special Educational Needs (SEN) Support in Sandwell schools achieving the expected standard or above in reading, writing, and maths at the end of Key Stage 2 (Year 6). | Bigger is better | 31 (AY 2024/25) | 1 point | Annual | 28.2 (AY 2024/25) (Provisional) | 28.6 (AY 2023/24) | 2024/25 AY Provisional: Regional: 32.6 National: 33.7 Stat Neigh: 30 | Based on provisional KS4 2024/25 Academic year data for pupils with receiving SEN Support, performance is 2.8 points below the target. Performance is 5.5 points below national, 4.4 points below regional and 1.8 below the average for the statistical neighbour group. | Children and Education |
| G24 | Educational Attainment: Average Attainment 8 score for pupils receiving Special Educational Needs (SEN) Support in Sandwell schools at the end of Key Stage 4 (Year 11). (Attainment 8 measures the average achievement of pupils across eight GCSE or equivalent qualifications.) | Bigger is better | 22% (AY 2024/25) | 1ppts | Annual | 24% (AY 2024/25) (Provisional) | 21% (AY 2023/24) | 2024/25 AY Provisional: Regional: 25% National: 28% Stat Neigh: 27% | Based on provisional 2024/25 Academic year data, performance for the SEN Support group at KS2 exceeds the target and is 1ppt below regional Comparators. Performance is 4ppts below national and 3ppts below Statistical neighbours. The gap to national performance has closed from 5ppts last year to 4ppts this year. | Children and Education |
| G28 | 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 | 41.57% | 15.65% | N/A | 2023 calendar year: Regional: 48.4% National 48.4% Stat Neigh: 53.7% | <p>Timeliness in assessments dipped in Q2 mainly due to increased demand and system changes. Previously, Sandwell had very low rates of Education Health and Care Plans (EHCPs) for children aged 0-5, which meant many started school with unmet needs and later required plans in primary school. A redesigned early-years pathway has now made it easier for younger children with significant needs to receive EHCPs earlier, resulting in a sharp rise in assessments from both early-years and primary-age groups.</p> <p>Clearing the historic backlog in August also caused temporary disruption, as staff were moved back into the main statutory team and workflows were reorganised. Timeliness has further been affected by slow returns of statutory advice—health and social care return around 90% on time, while education returns only about 18%. New tracking systems, streamlined processes, and extra educational psychology capacity have been introduced to address these delays.</p> <p>Although timeliness has dipped, improved data quality compared to last year now allows the service to identify issues earlier, adapt pathways quickly, and prevent future backlogs while managing higher demand, especially among younger children</p> <p>Of plans issued in the period, 118 of 164 (71.95%) in July and 94 of 126 (74.60%) in August were backlog assessments. This has had a significant impact on our timeliness rate and the average time taken to finalise plans in the quarter. When backlog plans are excluded, the timeliness rate for this period increases to 39.81% and the average time to finalise decreases to 22.10 weeks.</p> | Children and Education |
| G38 | 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 | 57.82 | NA | NA | | Children and Education |
| Children and young people have the right skills and support to take the next step in their life, and are well prepared for adulthood | | | | | | | | | | |
| G29 | 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 | 6.0% | 5% | 2.40% | 4.50% | 5.90% | 13.4% England 11.8% West Mids 12.1% SN 9.0% Black Country | Q2 performance of 4.5% NEET/NK is significantly better than the same quarter last year (5.9%). The figure consists of 1.7% NEET and 2.8%NK. The Q2 %NK element is our best performance in five years. Our overall Q2 performance is 2 or 3 times better than our comparators. We are on track to be in the top quintile again this year. | Children and Education |
| G30 | The number of work experience placements delivered in the Council | Bigger is better | 275 (Annual) | 5% | 90 | 129 (total to date 219) | 87 | N/A | The request for school placements shifted from quarter one to quarter 2 in 2025. We are on track to meet our target for the full year. | Children and Education |
| Contextual Measures | | | | | | | | | | |

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|------------------|---|---|--------|---------------------|----------------------|-------------------------------------|--|--|---|--------------------------------|
| 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 | Awaiting latest data (Due Nov 2025) | 24.2% (2023/24) | 2023/24: Regional: 23.4% National: 22.1% | National analysis has highlighted the persistent inequalities that exist in child obesity with children from the most deprived areas of England being twice as likely to be living with obesity compared with those from the least deprived areas. With regards to ethnic group, there continues to be considerable variation in obesity prevalence across ethnic groups. The Public Health Team are taking a proactive, evidence approach to reducing obesity in local communities focused on improving healthy eating and encouraging exercise. Source: Public Health Outcomes Framework | ASC and Health (Public Health) |
| G32 | Proportion (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 | Awaiting latest data (Due Nov 2025) | 44.6% (2023/24) | 2023/24: Regional: 38.4% National: 35.8% | National analysis has highlighted the persistent inequalities that exist in child obesity with children from the most deprived areas of England being twice as likely to be living with obesity compared with those from the least deprived areas. With regards to ethnic group, there continues to be considerable variation in obesity prevalence across ethnic groups. The Public Health Team are taking a proactive, evidence approach to reducing obesity in local communities focused on improving healthy eating and encouraging exercise. Source: Public Health Outcomes Framework | ASC and Health (Public Health) |
| G33 | 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 | 10.3% (June 2025) | 11% (September 2025) | 9.7% (September 2024) | September 2025 Regional: 8.1% National: 5.8% | The 18-24 claimant count has increased since last quarter and has increased since this time last year. This mirrors the picture regionally and nationally, both of which have increased since this time last year from 7.3% (regional) and 5.2% (national), although the increase has been steeper in Sandwell. Source: Nomis | |

Corporate Performance Report 2025/26

| Living in Sandwell | | | | | | | | | | |
|---|--|--|-----------------|------------------|-------------------------|-------------------------|-------------------------------------|-----------------------------|--|------------------------|
| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
| Clean, well maintained public spaces and assets | | | | | | | | | | |
| L1 | The percentage of residents, who are satisfied with street cleaning service, as outlined in our annual Residents Survey | Bigger is better | 68% | 5% | Annual | 69% | 68% | 57% (2024 LGA Benchmark) | In July 2025, MEL Research interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides. The performance outturn for this measure this year was 1% above the Council target of 68% which is an improvement of 1% from last years outturn and 12% above the national LGA benchmark target of 57% (October 20204). Rubbish and litter remains the main neighbourhood concern, mentioned by one in three (33%) in the survey results. | Place (Environment) |
| L2 | Improvement in street and environmental cleanliness: Litter | Smaller is better | litter: 2.50% | 5% | 3.00% (T3 - Dec-Mar) | 4.5% T1 (April-July) | 5% | N/A | The target for litter and flyposting has not been achieved this quarter, but there is an improvement for litter compared to the same period last year. The proposed Litter Bin Strategy when enacted later this financial year should improve performance. The Service is also working with another local authority to understand best practice, which includes a more proactive approach to both fly tipping and littering with increased enforcement activity. | Place (Environment) |
| | Improvement in street and environmental cleanliness: Detritus | | detritus: 6.50% | 5% | 6.50% (T3 - Dec-Mar) | 6.5% T1 (April-July) | 11.5% | | | |
| | Improvement in street and environmental cleanliness: Graffiti | | graffiti: 1.50% | 5% | 0.5% (T3 - Dec-Mar) | 0.5% T1 (April-July) | 3% | | | |
| | Improvement in street and environmental cleanliness: Fly-posting (Explanatory note provided) | | fly-posting: 0% | 5% | 0.5% (T3 - Dec-Mar) | 0.5% T1 (April-July) | 0.50% | | | |
| 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% | 80.61% | 85.60% | N/A | Target for this quarter has not been achieved. In total there were 98 cases, of which 79 (81%) were cleared and 19 (19%) were not cleared within the timescale. Out of the 19 where the timescale was not met, 4 were out of hours and needed additional support to clear, 9 had access issues where the crew could not get to it and 5 were collected just over the timescale. Performance for hazardous waste and fly tips is affected by the ability to quickly implement clearances particularly out-of-hours, where specialist equipment is required, the location is unclear and access is restricted. | Place (Environment) |
| L7 | 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% | 98.36% | 95.49% | N/A | The target for this quarter has been achieved and is an improvement compared to the same period last year. There were 3720 fly tips logged in this period of which 3659 (98.36%) were removed and 61 (1.64%) were not removed within the timescale. The Council team is also training Serco staff on how to sift through fly tips for evidence, so that more prosecutions can be made. | Place (Environment) |
| L8 | The number of new trees planted | Bigger is better | 200 | 5% | 210 | 125 | 220 | N/A | The target was not achieved for this quarter as a decision was made to pause more planting due to the extremely dry summer and a high risk of the trees dying. Planting will be increased in the forthcoming quarters to achieve year-end target. | Place (Environment) |

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|---|--|--|----------------|------------------|--------------------------------|-------------------------------|-------------------------------------|-----------------------------|--|------------------------|
| 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%) | 489 (24%) | 495 (29.86%) | N/A | The target for this quarter has not been achieved. There has been an increase compared to the previous quarter and a slight decrease compared to the same period last year. This is not generally linked to the introduction of Alternative Weekly Collections that began in mid-September. The number of missed bins is an area that needs to be improved as part of the Serco Contract. There are now Client Officers in place that are monitoring contract performance and identifying ways to improve the service. This has resulted in new policies and procedures that should impact performance, one example being new 'Zone task and Finish Rounds' that ensure Serco teams are available in any given area if issues arise, rather than finishing work once a round is completed. | Place (Environment) |
| Quality green spaces | | | | | | | | | | |
| L10 | The percentage of residents satisfied with green spaces as outlined in our annual Residents Survey. | Bigger is better | 78% | 5% | Annual | 73% | 76% | 73% (2024 LGA Benchmark) | Performance against this measure in 2025 (73%) is 3% lower than last year (76%) and below the target of 78%. However, we are still in line with the LGA benchmark of 73%. This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides. | Place (Environment) |
| Residents Feel Safe in their communities during the day and at night | | | | | | | | | | |
| L12 | The percentage of residents that feel safe in the day as outlined in our annual Residents Survey. | Bigger is better | 92% | 5% | Annual | 92% | 91% | 91% (2024 LGA Benchmark) | Performance against this measure in 2025 (92%) is higher than last year (91%) and the target has been achieved. This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides. | Place (Environment) |
| L13 | The percentage of residents that feel safe at night as outlined in our annual Residents Survey. | Bigger is better | 65% | 5% | Annual | 65% | 63% | 71% (2024 LGA Benchmark) | Performance against this measure in 2025 (65%) is better than last year (61%) and the target has been achieved. This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides. | Place (Environment) |
| Safe and affordable homes | | | | | | | | | | |
| L14 | 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: 100% Stage 2: 50% | Stage 1: 46.15% Stage 2: 50% | N/A | Performance continued to improve over Q2 of this year for the stage 1 and stage 2 outturn, with a whole year impact of 60 percentage point increase for stage 1 and 50% for stage 2. The service remains on track to hit the target by the end of Q3. This improved performance is because of a substantial number of new staff into the service who have been undergoing a comprehensive training plan. As staff are fully trained the capacity in the service is steadily improving. | Place (Housing) |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|------------------|--|--|---------|------------------|--|--|--|--|--|--------------------|
| 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 95.62% Non-emergency 77.36% | Emergency 90.06% Non-emergency 72.88% | Year end 2024/25 National English Median -Emergency 95.97%/Larger LA and ALMO's >15k 90.3% ; National English Median -Non-emergency 82.6%/Larger LA and ALMO's >15k 90.3% - Source; Housemark July 25. | Emergency and Urgent repair performance remains excellent, showing strong improvement since the dedicated team was introduced in April 2025. However, Routine (non-urgent) repairs continue to impact overall results, though gradual improvement is seen. Current staffing levels are sufficient for Emergency and Urgent work, but additional resources are needed for Routine repairs. To address this, new contractors have been engaged and 20 Multi-Trade positions advertised — 12 filled (pending HR checks for October start) and 8 to be re-advertised. Six additional trade-specific roles will replace internal staff who moved into Multi-Trade positions. Routine repairs will now follow a 90-day target (previously 40 days) for jobs raised after 15 August 2025, following system updates. This change may temporarily increase overdue figures, but performance is expected to improve as backlog work is completed. A new metric launching in September 2025 will measure Business-As-Usual performance under the updated 90-day target system. | Place (Housing) |
| L16 | The number of long term empty privately owned properties that the council have assisted to be brought back into use. | Bigger is better | 15 (30) | 5% | 15 | 14 (29 cumulative) | 10 | N/A | The numbers of empty properties brought back in to use continues to improve. The service achieved some significant successes on complex long term cases over the first half of the year which means the target of 30 just being missed by 1 case doesn't do sufficient justice to the level of work that was involved. This part of the service is going from strength to strength. | Place (Housing) |
| L18a | 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% | 99.6% | 99.48% | Year end 2024/25 National English Median - 99.97% (45.2% of organisations are fully compliant)- Large LA's and ALMO's >15k 100% (56.3% fully compliant) Source; Housemark July 25. | Performance is better than this time last year, although slightly worse than Q1. All non-compliant cases are going through the legal/Access process to ensure we can get access to properties and complete the Landlord gas Safety Record. | Place (Housing) |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|------------------|--|--|--------|------------------|----------------|----------------|-------------------------------------|--|---|--------------------|
| 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% | 94.41% | Year end 2024/25 National English Median - 100% (76.3% of organisations are fully compliant) Large LA's and ALMO's >15k 100% (66.7% fully compliant) Source; Housemark July 25. | All Fire Risk Assessments were completed as of the end September 2025. | Place (Housing) |
| L18c | 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% | 100% | 19.58% | Year end 2024/25 National English Median - 100% (78.5% of organisations are fully compliant) Large LA's and ALMO's >15k 100% (66.7% fully compliant) Source; Housemark July 25. | All housing blocks requiring a management survey are complete as of the end September 2025. | Place (Housing) |
| L18d | 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 completed as of the end September 2025. | 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. | A request has been made to Allianz (insurance and risk management company) to change how reports for lifting equipment are managed. At the moment, several pieces of equipment are grouped together in one report. Under the new system, each item of equipment will have its own separate report. These individual reports will be uploaded directly into the company's 365 system, which keeps track of maintenance and safety checks. This change will make it easier to see the history of each asset, reduce duplicate records, and ensure that any repairs or follow-up actions are logged correctly. Overall, it will make the process more accurate, transparent, and efficient. | Place (Housing) |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|------------------|--|--|--------|------------------|---------------------------------------|---------------------------------------|-------------------------------------|--|--|--------------------|
| 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% | 98.6% | 96.02% | Year end 2024/25 National English Median - 99.35% English LA's and ALMO's >10k 98.56% Source; Housemark July 25 | We are continuing to schedule and complete all remaining Electrical Installation Condition Report (EICR) tests. Most of the overdue cases are due to limited access to properties, often because of tenancy-related issues. As part of the ongoing improvements to the new 365 system, new features are being added to record and monitor any actions passed to the Housing Teams. This update will help us identify and report separately on overdue cases that are waiting on housing-related access issues. | Place (Housing) |
| L19 | 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%) | 590 non decent / stock 27,771 (2.12%) | 1354 non decent/stock 27689 (4.89%) | Year end 2024/25 National English Median - 0.52% (25.5% of organisations are fully compliant) Large LA's and ALMO's >15k 5.47% (0% fully compliant) Source; Housemark July 25. | 12,690 properties have now had a stock condition survey out of a total of 27,771 properties as of 30th September 2025. Data for September surveys is going through Quality Assurance process so non-decency remains at 449 from stock surveys. There are 141 properties with category 1 hazards (serious, immediate risks to health and safety) which will be addressed as a priority by the service. Added to the 449, the total number of non decent properties in September 2025 is 590. | Place (Housing) |
| L20 | 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 | 265 | 236 | Qtr1 25/26 per 1000 properties Sandwell - 1.61, National Average - 5.43, West Midlands Average - 3.48 | The service has fallen slightly behind target due to a surge in demand at the end of the summer and a reduction in available housing. This was caused by fewer properties being offered in the Private Rented Sector and delays in bringing council void properties back into use. However, changes in how temporary accommodation is being used and changes to the profile of temporary accommodation, has resulted in spending being almost £300,000 lower than projected. This will allow more funding to be used in securing more longer term properties and for reinvestment into prevention. The service remains focused on managing the use of temporary accommodation throughout the remainder of 2025/26. | Place (Housing) |
| L21 | 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% | 80.3% | 59.8% | Qtr. 1 25/26 National Average - 53.9%, West Midlands Average - 56.9% | We are consistently and considerably exceeding the various benchmark positions. The service has seen some fluctuation in this measure over the course of 2024 with the main issue being addressing data quality issues. These impacted heavily in late 2023 and early 2024 which did not properly reflect the success of our prevention led model. The data quality issues do still exist to a lesser extent but the outturn is now a more truer reflection of performance. The service prides itself on the customer centred model and this has not just meant we perform well on this national measure but that we also have a Temporary Accommodation rate per 1000 households a third of the national average. This is solely down to successful prevention. | Place (Housing) |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|------------------|---|--|---------|------------------|--|--|--|-----------|--|---------------------------|
| L23 | The number of library visits in person | Bigger is better | 187,150 | 5% | 166,810 | 184,385 | 196,015 | N/A | Performance for this quarter is 1% below target. This is because in July 2024 (which the target was in part set against), Central and Wednesbury libraries were used as polling stations whilst remaining open to library users - we had no way of separating polling visits. However, it is expected that the service will make up for this over the course of the year and hit the annual target. | Place (Environment) |
| L24 | The number of community activities and events held in libraries or online | Bigger is better | 3,050 | 5% | 3,236 | 3,301 | 3,020 | N/A | Performance is better than target. The service is using external funding (Covid) to run activity; however, this funding will cease at the end of the financial year. | Place (Environment) |
| L25 | The number of physical and electronic items including books, audiobooks, magazines and comics issued by libraries for adults | Bigger is better | 64,955 | 5% | 58,443 | 66,534 | 62,887 | N/A | As in quarter 1, the service has seen an increase in the borrowing of electronic books and magazines, possibly as a result of buying fewer physical books due to budget limitations. | Place (Environment) |
| L26 | The number of visits to Community Hubs (these provide face-to-face support and resources to residents, and are a central point for various council services, community groups, and partner organisations) | Bigger is better | NA | NA | 633 | 372 | 458 | N/A | The Community Hubs continue to run out of West Bromwich Library on a Tuesday and Blackheath Library on a Wednesday. The main customer queries being addressed continue to be in relation to Housing and Repairs and Council Tax. In terms of customer satisfaction, 72% of customers rated the service 5 out of 5 stars, 27% of customers rated the service 4 out of 5 stars and 1% of customers rated the service 3 out of 5 stars. | Assistant Chief Executive |
| L27 | The number of customers seen at the One Stop Shop | Information | NA | NA | 11,344 | 12,105 | 8,154 | N/A | For 2025/26 the figures are higher when compared with last year, this is due to the team at the One Stop Shop beginning to record walk-in enquiries. These don't require the customer to wait to see an advisor but are still dealt with by the team. | Assistant Chief Executive |
| L28 | The top 3 services that customers want to speak to the council about at the One Stop Shop | Information | N/A | N/A | Council Tax: 3,519, Housing: 2,959, Revs and Bens: 569 | Council Tax: 3,403, Housing: 2,849, Revs and Bens: 661 | Revs & Bens: 2,668 Housing: 1,599 Council Tax: 990 | N/A | Customer queries about Revenues, Benefits, and Council Tax have increased, partly because fewer staff were available to answer calls, prompting more people to visit in person. A Single Occupier review campaign also generated additional contact. Demand for Homelessness Support and Housing Allocations has grown significantly, with around 6,500 homelessness applications in the past year and more than 23,000 households on the housing register. Many people seek help at crisis point and prefer face-to-face support at the One Stop Shop. To meet rising and urgent demand, on-site capacity has been expanded, enabling triage within three days or even the same day for urgent cases. The service aims to make face-to-face assessments standard and is introducing an appointment system and revised processes to reduce unnecessary contact and improve efficiency. | Assistant Chief Executive |

Residents have resilience to achieve real change in financial circumstances

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|---|---|--|--------|------------------|----------------|-------------------------------|--|-----------|---|---------------------------|
| L29 | The total number of people assisted by the Welfare Rights Service to claim additional benefits | Bigger is better | 5,000 | 5% | 2,097 | 2,327 (4424) | 5,354 | N/A | Performance is below target for these measures. The main reason is that there are significant DWP backlogs, resulting in benefit awards being extended and therefore there is no requirement for review forms to be completed. However, the implementation of a new case management system and required extensive staff training has also impacted on performance. Our core team have and will continue to complete mandatory training into Q3 to ensure we are delivering a comprehensive service to our residents. The team have been affected by long term absences, however we have two full time new recruits who are currently in induction training. We anticipate that Q3 we will be back on target. * The outturn for Quarter 1 has been amended since original publication. | Place (Housing) |
| L41 | The total value of benefits awarded assisted by the Welfare Rights Service | Bigger is better | £10m | 5% | £2,963,396 | £3,713,166.44 (£7,843,900) | £4,332,794 (£10,524,134) | N/A | | Place (Housing) |
| Residents in all parts of the borough have the skills and resources to access digital services | | | | | | | | | | |
| L31 | The percentage of residents who feel confident to complete basic tasks in the online world as outlined in our annual Residents Survey | Bigger is better | TBC | 5% | Annual | 85% | 84% (Sandwell 2024 Resident Survey) | N/A | Performance against this measure in 2025 (85%) is 1% higher than last year (84%). The question asked was 'Do you experience any particular barriers or difficulties in accessing the internet?'. This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides. | Assistant Chief Executive |
| L33 | 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% | 62% | 57% | N/A | Self-service via MySandwell continues to attract more contact than all other channels combined, accounting for 62% of all measured contact. The services driving this digital uptake are primarily booking appointments at the tip, making payments, and scheduling bin-day reminders. The largest prospect for further digital growth (channel shift) is with Housing Repairs contact, which is significantly the largest reason customers call the council. However, operational challenges - specifically relating to repairs attendance for reported defects and longer-term scheduled maintenance performance - make channel shift challenging. Following recent appointment of contractors to reduce backlogged repairs being chased, it is hoped to see related contact reduce into future quarters. The Digital Team continues to progress with plans to develop functions that will maximise channel shift for housing repairs contact, working in partnership with the Repairs service. | Assistant Chief Executive |
| Contextual Measures | | | | | | | | | | |
| L34 | The total number of crimes reported to the Police in Sandwell | Smaller is better | N/A | N/A | 8,659 | 8,547 | 8,611 | N/A | There has been a slight decrease in recorded crime (Police data) compared to the previous quarter and the same period of the previous year, continuing the overall year-on-year downward trend. Hate crime reports have risen slightly, reflecting national trends and improved confidence in reporting. This is a positive sign that victims are coming forward, supported by local awareness campaigns and strong partnership working with the police and community groups. | Place (Environment) |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|------------------|--|--|--------|------------------|-----------------------------|--------------------------|-------------------------------------|--|--|------------------------|
| 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 | 1761 crime1023 Non-Crime | 1,778 Crime 1014 Non-Crime | N/A | There has been a slight increase in reports compared to quarter 1 but remain within the normal range seen across the region. The rise is consistent with seasonal trends and continued national awareness campaigns. Local support services, including refuge and advocacy provision, continue to respond effectively to demand, with no capacity concerns reported. | Place (Environment) |
| L36 | The number of domestic abuse cases referred to the Multi-Agency Risk Assessment Conference (MARAC) (Explanatory note provided) | Smaller is better | N/A | N/A | 222 | 209 | 185 | Operation Willowbay Q2: Region - 2188 Sandwell: 239 Birmingham: 979 Coventry: 307 Dudley: 176 Solihull: 120 Walsall : 173 Wolverhampton: 194 | There has been a slight decrease in reports compared to quarter 1 although an increase compared to the same period last year, but remain above national benchmark levels. All cases continue to be heard within three weeks of referral, with 16 multi-agency meetings held this quarter. Partner agencies confirm that the reduction reflects normal case flow and not a decrease in identified risk. Demand and resource levels are being reviewed through the Domestic Abuse Strategic Partnership (DASP) and Safer Sandwell Partnership governance structures. | Place (Environment) |
| L37 | The percentage of children in poverty in Sandwell | Smaller is better | N/A | N/A | 42.6% (2023/24) | No new data | 47% (2022/23) | 2023/2024 National:31% | Child Poverty in Sandwell is significantly higher than other areas of the country. The Council will be undertaking work to understand how well we are tackling poverty and deprivation as part of the Aspiration work, looking at what our data and intelligence tells us, and what we need to do differently in the future to address the root causes of poverty. 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 Statics (NOMIS)) (Explanatory note provided) | Smaller is better | N/A | N/A | 7.3% (May 2025) | 7.1% (September 2025) | 7.5% (August 2024) | September 2025: Regional: 5.5% National: 4.0% | This metric shows the number of claimants as a proportion of resident population of area aged 16-64. The Claimant Count is the number of people claiming benefit principally for the reason of being unemployed. Source: Nomis | |
| L39 | 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) | No new data | £613.3 (2023) | 2024: Regional: £688.40 National: £729.60 | This metric shows the median earnings in pounds for employees living in the area who are on adults rates of pay and whose pay was not affected by absence. Figures for earnings come from the Annual Survey of Hours and Earnings (ASHE). The ASHE is based on a 1 per cent sample of employees, information on whose earnings and hours is obtained from employers. The survey does not cover self-employed. Source: Nomis | |
| L40 | 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) | 29.4% (June 2025) | 28% (March 2024) | December 2024: Regional: 22.5% National: 21.4% | This metric includes students, those looking after the family/home, retirement and those that are classed as temporary and long term sick. Source: Nomis | |

Corporate Performance Report 2025/26

| Healthy Sandwell | | | | | | | | | | |
|---|---|--|----------------|----------------------------|----------------|----------------|-------------------------------------|---|--|-----------------------------------|
| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
| People to lead healthy lives in their community and live well for longer | | | | | | | | | | |
| H2 | 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% | 16.5% (tolerance value) | 15% | 15% | 17% | 2023/24 25.5% (Direct Payments); 92.2% (Self Directed Support) - England Average | Currently, 412 people in Sandwell receive support through Direct Payments (DPs) — 15% of all individuals accessing care. This number has remained stable since mid-2025. Since April 2025, significant work has been undertaken to strengthen and improve DP arrangements, including: -Training: Around 180 social workers trained across six sessions. -Guidance: New Direct Payment Practice Guidance produced and awaiting approval. -DP Practice Panel: Meeting fortnightly (and as needed) to resolve suspended DPs, improve request quality, and streamline collaboration between social work and finance. About 220 cases have been reviewed. -Process improvement: New DP forms and processes are being designed with input from finance and systems teams. After a period of decline, DP numbers have stabilised as new working practices have been embedded. The workforce is now trained, processes are more robust, and oversight has improved. Next steps include improving public information to help increase uptake of Direct Payments. | ASC and Health |
| People's 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% (tolerance value) | 57% | 56% | 48% | 2023/24 79.4% - England Average | Performance has dipped slightly since last quarter but remains 8% higher than the same time last year, reflecting the positive impact of work with transformation partner ARCC to strengthen reablement services. A full review of the intermediate care pathway — including STAR, Home-Based Intermediate Care, and the hospital discharge hub — has shaped a new operating model launched in November 2025. The new model introduces more informal advice at first contact and embeds a strengths-based approach that focuses on individuals' abilities, family and community support, and targeted interventions. This helps people stay independent at home. The model has been developed alongside NHS service redesign to ensure shared learning and a unified approach to delivering high-quality, community-based support. | ASC and Health |
| H7 | Number of NHS Health Checks delivered (Explanatory note provided) | Bigger is better | 4,280 (annual) | 5% | 0 | 0 | 732 | N/A | The start of the new NHS Health Checks service has been delayed; service delivery is due to begin early in Q3. The new model delivered through GPs has required contractual arrangements with 44 GP surgeries, rather than a sole provider, which has taken more time to set up. Around 40 of the GPs now have contracts and are starting health checks. The risk to the population is minimal as this is a five year programme and the late start does not impact on the ability to deliver a health check to residents aged 40-74 once every 5 years. | ASC and Health (Public Health) |
| H8 | The percentage of community alarm alerts responded to within 1 hour | Bigger is better | 100% | 5% | 100% | 100% | 100% | N/A | Community Alarms continue to meet the 100% target. | ASC and Health |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|--|---|--|---|--------------------------|---|--|--|--|--|-----------------------------------|
| 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 completers) | 28% (530 referred, 45 completers) (May to July - report in August) | 512 referred to intervention no further 85 week completers | N/A | Performance is below target. The current Sandwell Tier 2 Adult Weight Management Programme will therefore end on 31 January 2026 and a redesigned service will be in place from the end of January. All current residents on the programme will be able to complete and there will be no interruption to new referrals. A redesigned hybrid model with inhouse and external delivery incorporating new NICE guidance, will be tightly managed by a Public Health consultant and is scheduled for a February start. | ASC and Health (Public Health) |
| People remain as independent as possible for as long as possible and lead fulfilled lives (re-ablement) | | | | | | | | | | |
| 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% (tolerance value) | Part 1 - 88% Part 2 - 68% | Part 1 - 88% Part 2 - 67% | 72% | 2023/24: England average : 81.6% for Part 1. No Part 2 figures published | The target has been achieved for Part 1, the proportion of people who received long term support with a primary support reason of learning disability, who live in their home or with family (people aged 18 to 64). Performance is just below target for Part 2 - the proportion of people who received long term support who live in their home or with family (all clients, disaggregated by age: 18 to 64 and 65 and over). | ASC and Health |
| Carers feel supported in carrying out their caring role | | | | | | | | | | |
| 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% (tolerance value) | 99% | 97% | 97% | N/A | There's no benchmarking for ASCOF 4B. The definition for the measure changed in April 2023, however, comparative data for has not been published. Performance is just below target in Q2. | ASC and Health |
| H18 | 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% (tolerance value) | 96% | 97% | 98% | N/A | Performance remains above target in Q2. | ASC and Health |
| Health outcomes for Sandwell's most vulnerable groups are improved and health inequalities are reduced | | | | | | | | | | |
| H21 | Number of Non-English speaking residents who complete a English Language community programme/course through the Sandwell Language Network | Bigger is better | 325 Learners (2024/25 Academic Year) | 90% | 522 | 525 | 400 Learners (AY - 2023/24 Annual figure) | N/A | Q2 marks the end of the reporting year for the Sandwell Language Network as it runs in line with the academic year. The total number of learners engaged in activities is 525. The successful programme has been grant-funded for another 3 years so a new grant term started on the 1st September 2025 and will run to 31st Aug 2028. The new annual target set is 400. | ASC and Health (Public Health) |
| Contextual Measures | | | | | | | | | | |
| H22 | Proportion (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 May 2025 | No new data (Due May 26) | 51.4% (Nov 22- Nov 23) (released April 2024) | Nov 22 - Nov 23 National: Active 63.1% (Inactive 25.8% - Fairly active 11.1%) | Data available from the Adult Active Lives Survey data. This is an annual data set so no new data will be available until December 2025. Although the latest Active Lives survey data has not yet been released, it is important to note that initiatives such as Active Green Spaces, walking and cycling programmes, leisure redirects, the Physical Activity Framework, and Sport England's Place-Based Expansion, along with other related projects and workstreams, continue to have a positive impact on physical activity levels across Sandwell. | ASC and Health (Public Health) |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|------------------|--|--|--|------------------|---------------------------|---|---|---|---|-----------------------------------|
| 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 | Was not reported in 23/24 | No new data (Due Feb 26) | 38.9% (released Dec 2023) | N/A | Data source is the Children and Young People Active Lives Survey, however no data was available this year due to poor response rates. While the Active Lives Survey remains the nationally recognised reporting tool for local authorities, there are additional indicators that could more accurately reflect current activity levels in Sandwell. Moving forwards, the Children and Young People Active Lives Survey, completed internally as a measure of physical activity will be used for an outturn, given that low reports to the survey mean Sandwell figures are non-reportable. We are also reviewing other data sources, including the SHAPE survey. The 2024-25 survey has been promoted with schools through the PHDO team and ABC partners we hope to get a data set Dec 2025. Although the latest Active Lives survey data has not yet been released, it is important to note that initiatives such as Active Green Spaces, walking and cycling programmes, leisure redirects, the Physical Activity Framework, and Sport England's Place-Based Expansion, along with other related projects and workstreams, continue to have a positive impact on physical activity levels across Sandwell. | ASC and Health (Public Health) |
| H24 | Percentage of adults that are current cigarette (only) smokers | Smaller is better | In line with national average | N/A | Awaiting data release | Awaiting data release (Due Oct - Dec for 2025) | 17.7% (2023) (released Oct 2024) | 2023: National: 11.6% | Data available annually from Fingertips. Next update due Oct 2025 (Q3 2025). Prevalence has reduced from 21% to 17.7%. While this is good progress towards our Smoke Free Generation ambitions it remains above the England average of 11.6%. In April 2025 a new provider started delivering smoking cessation services in Sandwell. The provider is aiming to be a visible presence in Sandwell with stop smoking clinics in accessible venues across the borough. Online digital support will also be available. | ASC and Health (Public Health) |
| H30 | 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 | Data not released in March 2025 Nationally, Next release imminent. Local data shows that Sandwell residents who set a quit date in 2023/24, 62.7% successfully quit smoking. This is higher than both the West Midlands average of 42.5% and the England average of 53.8%. | 1,120 (2022/23) (released March 2024) | 2022/23 Regional: 890 National: 1,620 | Data available from Fingertips annually. Awaiting next data release. However, new data shows that of Sandwell residents who set a quit date in 2023/24, 62.7% successfully quit smoking. This is higher than both the West Midlands average of 42.5% and the England average of 53.8%. Local data from Sandwell's stop smoking service shows that in Q1 247 people quit smoking for at least 4 weeks. | ASC and Health (Public Health) |
| H31 | 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 | No updated Data | 7.1% (298 decrease) (2024/25) | 8.9% (373) (2023/24) | National: 6.1% (2024/25) | Data available on Fingertips annually. Latest data for 2024/25 shows that smoking status at the time of delivery has reduced from 8.9% in 2023/24 to 7.1% in 2024/25. While this remains higher than the England average of 6.1%, the performance gap has reduced from 1.5% to 1.0%. Monies from the Local Stop Smoking Services & Support Grant (LSSSG) have been allocated to support Sandwell's Healthy Pregnancy Team to deliver bespoke cessation support to pregnant smokers. | ASC and Health (Public Health) |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|------------------|---|--|--|------------------|---|--|-------------------------------------|--------------------------------|---|-----------------------------------|
| 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 released May 2025) | 4.25% (41 increase) (latest data released June 2025) | 5.04% (49) (June 2024) | National: 5.8% (June 2025) | <p>A slight increase in performance from 3.83% in May 2025 to 4.25% in June 2025.</p> <p>In 2025/26 Sandwell Public Health provided grant funding to 12 community organisations to develop projects to support people with their recovery. The projects compliment clinical drug treatment services delivered by Cranstoun. Having gone live on 1 July 2025 they include cooking, gardening, employment support, physical activity and well-being sessions.</p> <p>Please note that government are moving away from successful completions as a measure of the efficacy of substance misuse services, instead looking at a new measure which also considers in treatment benefits such as reduced problematic substance use and a reduction in acute housing need.</p> <p>12 projects have recently been grant funded to provide activities to support recovery in Sandwell.</p> | ASC and Health (Public Health) |
| H32b | 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% (May 2025) | 25.4% (June 2025) | 29.2% (June 2024) | National: 29.9% (June 2025) | <p>A decrease compared to June 2024, but a small increase compared to the previous quarter.</p> <p>In 2025/26 Sandwell Public Health provided grant funding to 12 community organisations to develop projects to support people with their recovery. The projects compliment clinical drug treatment services delivered by Cranstoun. Having gone live on 1 July 2025 they include cooking, gardening, employment support, physical activity and well-being sessions</p> <p>Please note that government are moving away from successful completions as a measure of the efficacy of substance misuse services, instead looking at a new measure which also considers in treatment benefits such as reduced problematic substance use and a reduction in acute housing need.</p> | ASC and Health (Public Health) |
| H32c | 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) | 30.3% (June 2025) | 33.1% (June 2025) | National: 35.6% (June 2025) | <p>A slight decrease compared to the previous quarter and last year's position. Substance misuse services continue to work with entrenched drinkers who require intensive and often long term support.</p> <p>In 2025/26 Sandwell Public Health provided grant funding to 12 community organisations to develop projects to support people with their recovery. The projects compliment clinical drug treatment services delivered by Cranstoun. Having gone live on 1 July 2025 they include cooking, gardening, employment support, physical activity and well-being sessions.</p> <p>Please note that government are moving away from successful completions as a measure of the efficacy of substance misuse services, instead looking at a new measure which also considers in treatment benefits such as reduced problematic substance use and a reduction in acute housing need.</p> | ASC and Health (Public Health) |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|------------------|--|--|--|----------------------------------|--|---|---|--|---|-----------------------------------|
| 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: 1.7 per 100,000 pop (2022-24) | Annual measure: 1.6 per 100,000 pop (2021-23) | National average: 5.8 per 100,000 pop (2022-24) | Data available annually from Fingertips. Latest data was released in October 2025. Deaths from drug misuse in Sandwell have regrettably seen a slight increase from 1.6 per 100,000 population for the period 2021-23 to 1.7 for 2022-24). Over the same period deaths from drug misuse in England have increased from 5.5 to 5.8. Drug related deaths in Sandwell continue to be significantly lower than both the national and regional average. Our treatment services continue to deliver drugs prevention, early intervention, harm reduction and specialist treatment to reduce harm from drugs. | 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 2023/24 MMR 1 dose - 24 months - 88.3% MMR 1 dose - 5 years - 92.2% MMR 2 dose - 5 years - 81.9% HPV and Men ACWY Annual (data released November) | Latest data available Q1 2024/25 MMR1 dose at 24 months - 86.1% MMR1 dose at 5 years - 90.4% MMR2 dose at 5 years - 75.6% HPV and Men ACWY data is not released | MMR 1 dose – 24 months – 88.1% MMR 1 dose – 5 years – 90.7% MMR 2 dose – 5 years – 81.2% HPV 1 dose -12/13 years (F)- 63.3% HPV 1 dose - 12/13 years (F)- 58.8% HPV 2 dose - 13/14- (M) - 47.2% HPV 2 dose - 13/14- (M) - 43.6% Men ACWY - 47.9% 23/24 | 2023/24: England values: MMR 1 dose – 24 months - 88.9% MMR 1 dose – 5 years – 91.9% MMR 2 dose – 5 years – 83.9% HPV 1 dose -12/13 years (F)- 71.3% HPV 1 dose - 12/13- (M) - 65.2% HPV 2 dose - 13/14- (F) - 62.9% HPV 2 dose - 13/14- (M) - 56.1% Men ACWY - 73.0% (2023/24) | The national trend shows a decline in vaccinations from pre covid levels. Vaccination hesitancy is being addressed directed by the NHS (Health Visitors) as well as by campaigns and the community development work of public health teams. Data is updated annually. Regional benchmarks available here: https://fingertips.phe.org.uk/profile/public-health-outcomesframework/data#page/1/gid/1000043/pat/6/par/E12000005/at/302/are/E0800028/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 Data is updated 6 months retrospective, for 0-5 vaccinations. https://www.gov.uk/government/statistics/cover-of-vaccination-evaluated-rapidly-cover-programme-2025-to-2026-quarterly-data | 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) | 4001 (2024) Next update June 2026 | 3940 (2023) | 2024: National average: 4089 | Data released annually. New data released June 2025 shows an increase in STI testing rates in Sandwell from 2023 (3940 per 100,000) to (4001 per 100,000) in the same period in 2024. Sandwell is performing well compared to the West Midlands average rate (3060 per 100,000) and moving closer to the national average rate (4089 per 100,000) in 2025. Source: Fingertips | ASC and Health (Public Health) |
| H36 | 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) | Next update August 2026 | 22% (2022) | 2023: West Mids.: 16.7% England - 11.4% | Fuel poverty has decreased from 2022. This is in line with the regional and England figures which have also decreased by from 19.6% and 13.1% respectively. | ASC and Health (Public Health) |
| H37 | The number of deaths for infants under 1 year olds for every 1,000 live births | Smaller is better | N/A | N/A | 7.1 (2021-2023) | Next update February 2026 | 7.1 (2021-2023) | 2021-23: England: 4.1 West Midlands: 5.9 | Awaiting latest data. Source: Fingertips | ASC and Health (Public Health) |
| H38 | 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 | Women: 54.8 years Men: 55.5 years (2021-2023) | Next update February 2026 | Women: 54.8 years Men: 55.5 years (2021-2023) | 2021-2023: West Mids.: W - 60 M - 60.3 England: W- 61.9 M - 61.5 | Awaiting latest data. Source: Fingertips | ASC and Health (Public Health) |
| H39 | 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 | 133.3 (2021-2023) | Next update January 2026 | 133.3 (2021-2023) | 2021-23: West Mids.: 115.1 England: 110.8 | Awaiting latest data. Source: Fingertips | ASC and Health (Public Health) |

Corporate Performance Report 2025/26

| Thriving Economy in Sandwell | | | | | | | | | | |
|--|--|--|-----------------|------------------|----------------|---|---|-----------|---|------------------------|
| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
| Residents and businesses are well connected and have a good travel experience in the borough | | | | | | | | | | |
| T1 | The percentage reduction in people killed and seriously injured in road traffic incidents | Bigger is better | Reduction of 5% | 1% | Annual | Increase of 12% (150 people) (2024) | Increase of 11% (133 people) (2023) | N/A | <p>There has been a 12% rise in those Killed or Seriously Injured compared to the previous year, relating to 150 people.</p> <p>The Council has a dedicated team focused on reducing road casualties through a combination of road safety engineering schemes, education initiatives, and close partnership working with enforcement agencies, neighbouring authorities, and regional partners across the West Midlands.</p> <p>The recent rise in casualties reflects a trend seen both regionally and nationally, and significant work is underway to understand the factors driving this increase. Targeted interventions over the past 12 months have already contributed to an indicative reduction in serious casualties during the first eight months of this year compared with the same period last year, and it is hoped this positive trend will continue.</p> <p>The Police have also noted that changes allowing people to self-register road casualties online may have artificially inflated reported numbers in recent years. A regional investigation is ongoing to determine the true causes of the increase, and further clarity will be available once this work is complete.</p> | Place (Environment) |
| T6 | The number of road safety improvement schemes delivered | Bigger is better | 3 | 5% | 3 | 3 | 6 | NA | <p>The target has been achieved for this quarter. The schemes completed were:</p> <ol style="list-style-type: none"> Oxford Street, Wednesbury - Mesty Croft Primary - New Zebra Crossing Alma Street, Wednesbury - Mesty Croft Primary - New Zebra Crossing Regent Road, Tividale – Tividale Hall Primary - New Zebra 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% | 98.60% | 95.90% | NA | <p>Performance remains ahead of target, maintaining the excellent performance from quarter 1 and an improvement on the same period in the previous year.</p> | Place (Environment) |
| Encourage a positive environment where businesses and our community and voluntary organisations are supported to grow and investment into the borough is maximised, creating job opportunities for local residents | | | | | | | | | | |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|---|---|--|----------------------------|------------------|----------------------|--------------------------|-------------------------------------|-----------|--|---------------------------|
| T9 | The number of Businesses receiving support/advice (Explanatory note provided) | Bigger is better | 120 | 5% | 162 | 210 | 194 | N/A | During this quarter, the Business Growth Team supported a total of 210 businesses. This support consisted of: <ul style="list-style-type: none"> Financial assistance to 69 businesses (33%) Pre-start Support to 67 businesses (32%) General business support and guidance to 30 businesses (14%) The remaining 44 businesses (21%) received support for enquires ranging across various areas including Decarbonisation Net Zero Grants (DNZ), land and property expansion, other council services, social value initiatives, product innovation/investor ready, export trading in new markets and workforce development. | Place (Regeneration) |
| T10 | The Number of businesses receiving Financial Assistance or Grants | Bigger is better | 10 | 5% | 0 | 0 | 24 | N/A | Due to the later start of activity this year, grant awards under Year 4 of the Integrated Settlement UK Shared Prosperity Fund (UKSPF) 2025/2026 programme have not yet commenced. However, the team has established a strong pipeline of projects, with eight grants already approved in principal totalling £170,362.97. | 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% (6 out of 6) | 100.00% | NA | The service as substantially exceeded both the Council target and the national target of 60% for all planning decisions this quarter. | Place (Regeneration) |
| T16 | The number of volunteers working in Voluntary and Community sector (VCS) organisations commissioned by the Council | Bigger is better | N/A | N/A | 494 | 544 | 577 | N/A | The stats provided were taken from the quarterly performance monitoring reports where organisations are required to report against the total number of volunteers worked within the organisation to deliver funded services/activities. | Assistant Chief Executive |
| T17 | 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 | 94,442 | 111,444 | N/A | The stats provided were taken from the quarterly performance monitoring reports. Desktop and direct contact assessments are undertaken to ensure organisations are delivering against performance indicators. | Assistant Chief Executive |
| Sandwell will be a net zero council by 2030 and a net zero borough by 2041 | | | | | | | | | | |
| T18 | Ratio of diesel to lower emission vehicles in fleet (Serco & Corporate) | Bigger is better | 7.5% Annual target only | 5% | N/A | Council: 3.1%, Serco: 4% | Council: 2.5%, Serco: 1.9% | N/A | The Serco outturn is of contracted vehicles only. They are currently operating a large number of hire vehicles for which information is not held. Corporate Fleet Review is continuing but progress has slowed due to issues discovered and data gaps. Cenex consultants concluded their work and information gained has been used to successfully bid for funding towards a Depot feasibility study and design for electrification. The transition of Serco's LCV fleet to ZEV has been delayed with no confirmed date of delivery. At the current pace it is unlikely that the end of year target of 7% will be achieved. | Place (Environment) |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|--|---|--|---|------------------|----------------|---|-------------------------------------|-----------------------------|---|---------------------------|
| T19 | A percentage reduction in carbon emissions within Council owned properties, buildings and land and across the wider borough | Bigger is better | 8% reduction in corporate emissions and 4% reduction in wider borough | 5% | Annual | 8.8% reduction in corporate emissions (2023-2024) 6.8% reduction in wider borough (2023) | N/A | TBC | Carbon emissions for the corporate estate reduced by 1,724 tonnes CO2e or 8.8% between 2023 and 2024. Whilst a significant year on year reduction, it is below the required 2,691 tonnes CO2e emissions required to meet the 7.1% reduction against the 2016 benchmark of 37,683 tonnes CO2e (which is why this PI has been rated as 'amber'). Overall we are behind the line to meet the 2030 net zero target by 10.2%. The challenging target was adversely affected by CO2 emissions from the electricity grid increasing, these will drop again in 2025 and additional projects, such as heat pump installations and fleet electrification, will continue reducing emissions. Carbon emissions for Sandwell Borough are based on the latest UK government information for 2023 where CO2e emissions reduced by 90 kilo tonnes CO2e or 6.8% from 2022. A reduction of 64.7 kilo tonnes CO2e emissions are required to meet the 4% reduction against the 2016 benchmark of 1,617 kilo tonnes CO2e (again, which is why this PI has been rated as 'amber'). Overall we are behind the line to meet the 2041 net zero target by 5.6% or 64.9 kilo tonnes CO2e. Borough emissions are heavily influenced by central government strategy and we continue to work with partner agencies in areas such as business and transport, to continue reducing the boroughs emissions. | Place (Regeneration) |
| Good homes that are well connected | | | | | | | | | | |
| T24 | The number of residents satisfied with the local area as a place to live as outlined in the annual Residents Survey | Bigger is better | 82% | 5% | Annual | 83% | 82% | 74% (2024 LGA Benchmark) | Performance against this measure in 2025 (83%) is higher than last year (82%) and the target has been achieved. This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides. | Assistant Chief Executive |
| A thriving cultural, heritage, arts and leisure offer | | | | | | | | | | |
| T28 | The number of externally organised events delivered through event application | Bigger is better | N/A | N/A | 51 | 33 | 31 | N/A | The number of externally organised events have increased by 2 compared to the same period last year. | Place (Environment) |
| T29 | The number of event attendees at externally organised events (estimated) | Bigger is better | N/A | N/A | 75,017 | 75,027 | 52,487 | N/A | The number of attendees has increased significantly by approximately 25% compared to the same period last year. | Place (Environment) |
| T30 | The number of council organised events | Bigger is better | N/A | N/A | 2 | 1 | 7 | N/A | Internal events have reduced this quarter compared to the same period last year. This is due to new staff starting within a very busy period. The team will be able to plan more events once this busy period is completed. | Place (Environment) |
| T31 | The number of event attendees at Council organised events (estimated) | Bigger is better | N/A | N/A | 800 | 150 | 2,139 | N/A | Due to only 1 council event organised in this period, this has resulted in only a small number of attendees. More events are scheduled for quarter 3 and 4 which will increase the attendees figures significantly. | Place (Environment) |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|----------------------------|---|--|---------|------------------|--|--|---|---|---|-------------------------|
| T32 | The number of visits to leisure centres (Sandwell Leisure Trust) | Bigger is better | 643,585 | 5% | 671,073 | 624,944 | 624,840 | N/A | The target for this quarter has not been achieved, with a shortfall of 1.5% but in line with 2024/25 outturns. This modest variance reflects a slight flattening in footfall trends, likely influenced by seasonal factors. SLT will explore target initiatives to stimulate growth in the next quarter to get back on track to achieve the year-end target. | Place (Environment) |
| T33a | The number of Arts and cultural events delivered in libraries | Bigger is better | 405 | 5% | 415 | 462 | 414 | N/A | Activity is being funded through an external grant (Covid), enabling us to achieve targets. However, this funding will end in 2025-25. | Place (Environment) |
| T33b | The number of Arts and cultural events delivered in museums | Bigger is better | 194 | 5% | 125 | 195 | 192 | N/A | There has been a busy summer with Heritage Open Days but due to capacity because of staff sickness or vacant posts the service delivered fewer activities than it would have liked, therefore it has broken even on events delivered. There were a number of larger events in this period including a fantastic collaboration with Black Country Touring for a big theatre weekend, which the service wants to repeat subject to funding. There was also had an excellent medieval weekend in September bringing large re-enactment to an urban area where people wouldn't usually get a chance at this sort of event. There was great feedback from the community on these events. | Place (Environment) |
| Contextual Measures | | | | | | | | | | |
| T34 | The number of new business births/deaths | Bigger is better | N/A | N/A | Births: 370 Deaths: 315 (Q2 calendar year) | Births: 405 Deaths: 320 (Q3 calendar year) | Births: 420 Deaths: 275 (Q3 2024 calendar year) | (Q3 Calendar Year) Black Country: Dudley – B: 255, D: 220 Walsall – B: 290, D: 210 Wolverhampton – B: 305, D: 255 | Source: Economic Intelligence Unit (ONS) | Place (Regeneration) |
| T35 | Number of total jobs in Sandwell | Bigger is better | N/A | N/A | 127,000 (2023) | 127,000 (2023) | 127,000 (2023) | 2023: Black Country : 447,000 Walsall : 99,000 Dudley : 111,000 Wolverhampton : 110,000 | Source: Nomis | Place (Regeneration) |
| T36 | Gross Value Added (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) | £21,021 (2023) | 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 | 69.9% (March 2025) | 70.6% (June 2025) | 72% (June 2024) | June 2025: West Midlands: 78% UK: 78.8% | Source: Nomis | Place (Regeneration) |
| T38 | The total number of new homes built in Sandwell (Council built and other/private market homes) | Bigger is better | 614 | 5% | Annual | Annual | 615 | TBC | | Place (Regeneration) |

Corporate Performance Report 2025/26

| One Council One Team | | | | | | | | | | |
|--|---|--|-------------------|------------------|-------------------------|----------------------|-------------------------------------|-----------|---|----------------------------|
| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
| High quality inclusive services for all of our customers | | | | | | | | | | |
| O1 | The average time it takes to speak to an advisor for calls to the Revenue and Benefits Contact Centre Average | Smaller is better | 7 mins 30 seconds | 5% | 6 minutes and 4 seconds | 7 Minutes 42 seconds | 7 minutes 37 seconds | N/A | Call demand has increased at 10,189 calls this quarter compared to 9,271 calls in Q2 last year. Call handling times are also longer with an average of 9 minutes, 11 seconds this quarter. This is because many calls relate to the changes in the Council Tax reduction scheme. Some customers have never paid Council Tax before, so additional time is needed to set up new payment arrangements which adds to the length of the call. We still have vacancies and staff off on long term sickness and whilst there are agents currently in training, it is taking time for them to be sufficiently trained to deliver a full service. There has also been an increase in electronic contact (email/Mysandwell Live chat) and face to face contact which is requiring officers to divert from call handling. All of the customers who contacted us by these methods were dealt with either on the day or within the recognised SLA timeframes. | Finance and Transformation |
| O2 | 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 | 9% | 5% | 11.50% | 10.5 | 9.90% | N/A | The service is commencing a project in Quarter 3 to understand demand in the contact centre, where increased digital channel migration can be achieved and where resources could be allocated differently in the future to help manage and mitigate this. An update will be provided as part of the Quarter 3 report. | Finance and Transformation |
| O3 | 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 | 3 minutes | 47 sec | N/A | Average wait times and call abandonment rates have increased since the last quarter, due to several factors including staff sickness and annual leave over the summer period. One of the main contributors to longer wait times has been the inclusion of trusted triage calls which are now part of the service model. These calls typically take between 20 and 30 minutes, and mean staff spend more time with the customer to ensure issues are fully resolved at the point of contact. Another key factor has been the rise in both the number of calls and repeat calls relating to Blue Badge applications. From November, customers will be able to apply for a Blue Badge online, which is expected to significantly reduce call volumes. In addition, digital solutions for enquiries related to safeguarding, Deprivation of Liberty Safeguards (DoLS), and Carers are being explored. The Service is also working with the Science and Technology Facilities Council to identify and prototype potential options to improve | 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% | 9.16% | 2.73% | N/A | Our abandoned % has increased due to the factors stated above. Blue Badge backlog so receiving a lot of repeat calls. Social worker call backs & service users having to wait longer as agents on trusted triage calls whilst having low staffing from sickness & annual leave. | ASC and Health |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|------------------|--|--|----------------------|------------------|----------------------|----------------------|-------------------------------------|------------------------------|--|----------------------------|
| 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% | 9.64% | 5.74% | N/A | Although the Quarter 2 target was missed, we are still below the cumulative target for the year. Comparing Quarter 2 from this year to the previous year, the total number of calls has increased by 13.36%. The main 2 areas for the increase are for Waste in September when calls increased by 81.16% due to the introduction of the Alternative Weekly Collection and Repairs where calls increased by 15.70% due to customers calling about gas and heating issues. When the new waste-collection process was introduced, the number of bin-related calls went up. Before the launch (15 September), calls had already started rising because residents received leaflets and wanted clarification. When blue bags were delivered, we got even more calls, as many residents said they hadn't received theirs. Call volumes didn't drop until a couple of weeks after the new process began. The contact centre also continues to provide daily support to the One Stop Shop (2 x 37hrs) and a front-line service at both community hubs each Tuesday and Wednesday. We have also provided 2 advisors for 2 weeks to support the repairs back office as they had resource issues. | Assistant Chief Executive |
| O6 | 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 | 3 minutes 23 seconds | 2 minutes 29 seconds | N/A | Although Q2 targets were achieved, the increase can be associated with a number of variants i.e. Customer Services Advisor Vacancies 6.45 FTE's (Interviewing taking place in October 2025) , providing 2 advisors for 2 weeks support to repairs back office as they had resources issues, taking calls for Boscobel (Tennant Management Association) for 12 days while the team were on leave and phone issues over 3 days, one of which was a full day. | Assistant Chief Executive |
| O7 | 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% | 99.57% | 100% | N/A | 99.57% of customers who completed the survey confirmed they were happy with the service delivered by the Contact Centre. 70.8% confirmed that their enquiry had been resolved on the day, 14% didn't answer this question and the remaining 15.2% said no. The main reasons why their enquiry wasn't resolved was that they were waiting for further action to be carried out by the service area or had requested a call back. The 3 top areas were Repairs, Environmental and Housing enquires which included Choice based Lettings/ homeless and tenancy management. | Assistant Chief Executive |
| O8 | The average number of days taken to process Housing Benefit New Claims | Smaller is better | 25 days | 5% | 24.5 days | 26.3 days | 26 days | Q1 National Average: 21 days | The increase in the number of days to process Housing Benefit New Claims and Changes in Circumstances is due to the ongoing increase in the number of Universal Credit (UC) and Council Tax Reduction applications we see | Finance and Transformation |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|------------------|---|--|-----------------|------------------|------------------------|----------------------|-------------------------------------|-------------------------------|--|----------------------------|
| O9 | The average number of days taken to process Housing Benefit Changes in Circumstances | Smaller is better | 8 days | 5% | 9.54 days | 12.58 days | 8 days | Q1 National Average: 7.6 days | <p>Credit(UC) and Council Tax Reduction notifications we are receiving from the Department for Work and Pensions due to the Universal Credit Migration, and other DWP initiatives to ensure accuracy of the caseload. With the decline in routine new claims processing the complex caseload remaining is impacting processing times as the service seeks to make the correct decision first time. Overtime is being worked on a regular basis to keep on top of the increased workload and officers from other teams have also been providing support. Resource is also being diverted to processing claims.</p> <p>In addition, for Changes in Circumstances, options are being investigated to manage demand through identifying opportunities for additional automation, which will reduce demand. For New Claims from residents in Supported housing the service is reaching out to other local authorities to understand what they do differently, and if our current processes are as effective as they could be. An update will be provided as part of the Quarter 3 report.</p> | 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% | 53 % (63 received) | 61% (91 Received) | 75% (83 received) | N/A | <p>A directorate breakdown is as follows: -ACE - 100% (1) -Place - 71 % (39) -Finance and Transformation - 61 % (25) -Children and Education - 56% (10) - ASC and PH - 33% (16)</p> <p>The Governance Team is applying additional diagnostics to SARs and FOI figures to understand areas of poor performance so that interventions can target these specifically and also exploring what resource can be allocated to resolve SARs and FOIs across the organisation. There is also work taking place to mobilise digital solutions, with a pilot anticipated to take place within 90 days, the outcome of which can be included in the Quarter 4 report.</p> | Finance and Transformation |
| O11 | 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) | 67% (330) | 85% (243 received) | N/A | <p>A directorate breakdown is as follows: - Finance and Transformation - 74% (55) - Place - 70% (199) - ACE - 65% (17) -Children and Education 48% (33) - ASC and PH 54% (26)</p> | 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 | 10.80 days | 9.56 days | N/A | <p>A directorate breakdown is as follows: -ACE: 5.03 days (Corporate Customer: 5.13 days, HR & OD: 2 days) -Finance & Transformation: 7.56 days (Legal & Assurance: 6.33 days, Revenues & Benefits: 7.54 days, Registration Services: 7.67 days, Finance: 9.33 days) -Children & Education: 18.88 days -Place: 10.53 days (Regen & Growth: 9.09 days, Environment: 9.26 days, Housing: 11.81 days).</p> | Assistant Chief Executive |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|------------------|--|--|-----------------|------------------|--------------------------|--------------------------|-------------------------------------|-----------|---|---------------------------|
| O13 | The average number of working days for Councillor enquiries to be responded to | Smaller is better | 10 working days | 5% | 7.84 days | 8.02 days (8.60 days) | 6.38 days | N/A | A directorate breakdown is as follows: -Adult Social Care: 11.22 days (Adult Social Care: 11.66 days, Public Health: 3.50 days) -ACE: 1.64 days (Corporate Customer: 1.64 days) -Children & Education: 13.45 days (Children & Education: 13.20 days, Children's Trust: 14.20 days) -Finance & Transformation: 7.74 days (Legal & Assurance: 8 days, Revenues & Benefits: 7.17 days, Registration Services: 6.83 days, Finance: 24 days).Place: 7.86 days (Housing: 8.23 days, Regen & Growth: 6.40 days, Environment: 7.78 days).No directorate assigned: 8.33 days. | 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 | 10.51 days (12.69 days) | 10.58 days | N/A | A directorate breakdown is as follows: - Adult Social Care: 11.89 days (Adult Social Care: 12.24 days, Public Health: 6 days) - Children & Education: 16.51 days - Finance & Transformation: 10.72 days (Revenues & Benefits: 12 days, Registration Services 6 days, Finance: 6.33 days) - Place: 9.68 days (Housing: 10.31 days, Regen & Growth: 5.59 days, Environment: 9.46 days). There has been an improvement in the Place Directorate, with the average response time reducing from 12.69 days (April–September) to 10.51 days (July–September). The shift is most significant in the Housing Solutions team, where additional staff support has helped with responding to and closing enquiries on time. This is a positive step forward and shows good progress in managing workload efficiently. | 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% | 9.72% | 10.21% | N/A | The Q1 figure does not include Housing Complaints, this is due to changes to the way complaints are logged and recorded means the additional data produced as a result needs further validation to ensure it's accurate. A report has now been built to support with this, so future data reporting will be accurate and on time. | 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 | 4.88 | 4.89 | N/A | Good performance is being maintained. A selection of the positive comments provided by customers is as follows: "Excellent service", "Great service, thanks", "Thank you for your help", "Very good", "Very helpful". | 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) | 4.64 (69,682 ratings) | 4.58 (39,621 ratings) | N/A | Process ratings show no major changes, suggesting that processes are stable and continue to meet residents' needs and expectations at the point of submission. | Assistant Chief Executive |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|---|--|--|------------|------------------|-------------------------|-------------------------|-------------------------------------|--|---|---------------------------|
| 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 (7,133 ratings) | 4.42 (6,074 ratings) | N/A | In Q2 85% of the total customer ratings resulted in an experience rating of 4 or 5 stars, representing a very positive reflection of the services rated. Attendance at the tip had the greatest positive impact on customer experience, with all waste services and Housing Repairs receiving a 4 or 5-star average. Areas for improvement that attracted the most negative feedback included potholes and street maintenance and Street Obstruction. Of the 96 ratings left for these services, an average of 76% rated their experience 1 or 2 stars. Similarly, with Tree Requests, 87% of the 30 ratings were 1 or 2 stars. The primary reason for these low ratings is "Not resolved to my satisfaction" (customer comments are available for further analysis if required). | Assistant Chief Executive |
| O19 | The percentage of customers who were satisfied as outlined in the annual Resident Satisfaction Survey | Bigger is better | 66% | 5% | Annual | 72% | 65% | 56% (2024 LGA Benchmark) | Performance against this measure in 2025 (72%) is 7% higher than last year (65%). The question asked was 'Overall how satisfied or dissatisfied are you with Sandwell Council runs things?'. This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides. | Assistant Chief Executive |
| The Council understands and works with the community and has a diverse and engaged workforce representative of the local community | | | | | | | | | | |
| O20 | The percentage of top 5% of earners that are women employed by the Council | Bigger is better | 55% | 10% | 56.30% | 56.30% | 57% | 57% Median for West Midlands METs (Infinitats 2022-23) | Performance continues to exceed the target for the year. | Assistant Chief Executive |
| O21 | The percentage of top 5% of earners from black and minority ethnic communities employed by the Council | Bigger is better | 25% | 10% | 22.50% | 21.90% | 23.30% | 20% Median for West Midlands METs (Infinitats 2022-23) | The drop in performance equates to a net reduction of two ethnic minority employees in the top 5% earners bracket —one returned to their previous position, and one transferred to a different role. | Assistant Chief Executive |
| O22 | The percentage of top 5% of earners who have a disability employed by the Council | Bigger is better | 4% | 10% | 3.80% | 4.40% | 2.80% | 5.5% Median for West Midlands METs (Infinitats 2022-23) | Performance has exceed the target for the year. | Assistant Chief Executive |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|--|--|--|--------|------------------|----------------|-----------------------|-------------------------------------|---|--|----------------------------|
| O23 | The percentage Disabled employees employed by the Council | Bigger is better | 5% | 10% | 4.20% | 4.30% | 4.40% | 9.5% Census 2021 (Sandwell Economically Active Population (16+)) | There are five more disabled employees compared to last quarter. However, over half (55%) of all employees have so far not completed their disability information in Fusion. | Assistant Chief Executive |
| O24 | The percentage Ethnic Minority employees employed by the Council | Bigger is better | 27% | 10% | 26.50% | 27.00% | 25.80% | 41.1% Census 2021 (Sandwell Economically Active Population (16+)) | Performance is in-line with the target for the year. | 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% | 0.01% (underspend) | -0.28% | N/A | The General Fund has a Gross Budget of £824.055m. There is a £0.101m underspend in Q2, resulting in a 0.01% 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% | 1.48% | -0.34% | N/A | The Housing Revenue Account (HRA) has a Gross Budget of £157.023m. There is a £2.317m overspend in Q2, resulting in a 1.48% variance. The overspend isn't cause for concern, as the majority of the overspend relates to planned expenditure, particularly in relation to asset management costs. | Finance and Transformation |
| O27 | The percentage of Council Tax collected | Bigger is better | 53.00% | 1% | 27.62% | 52.29% | 53.00% | TBC | The Council Tax collection rate is within our target tolerance. The change to the Council Tax Reduction Scheme implemented in March has not adversely affected collection rates. The Council Tax debt portfolio has increased due to additional premium accounts, which are properties that are empty and unfurnished for 1 year or more (previously this was 2 years) and the team are taking action to recover these funds. However, overall recovery is stable this quarter. | Finance and Transformation |
| O28 | The percentage of Business Rates collected | Bigger is better | 56.75% | 1% | 30.33% | 57.84% | 56.75% | TBC | Business Rates collection is above target. | Finance and Transformation |
| O29 | The percentage of housing rent collected (including arrears from previous years) (Explanatory note provided) | Bigger is better | 96.00% | 5% | 96.11% | 96.57% | 96.04% | Year End 2024/5 - National Median 97.82%/ English LA's and ALMOS >10k stock Median 97.09% Source; Housemark July 25 | Quarter 2 performance exceeded the 96% target. The team remains proactive in managing rent arrears at an early stage, supporting customers in maintaining control of their finances and keeping up with regular payments. In the lead-up to Christmas, a Halloween themed campaign has been launched to encourage customers facing financial pressures to reach out to us early for support. The latest benchmarking from Mobysoft (a data insights and technology organisation for social housing providers (SHPs)) shows that Sandwell's performance continues to exceed Mobysoft benchmark customers, we are also closing the gap on our benchmarking peer groups within Housemark. | Place (Housing) |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|--|--|--|------------------|------------------|----------------|----------------|-------------------------------------|---|--|----------------------------|
| O30 | Debt servicing costs as a % of net revenue budget (Explanatory note provided) | Smaller is better | 9.74% | 5% | 9.74% | 9.28% | 9.63% | NA | The indicator is the amount a council spends on debt repayments, relative to the budget the council has set to spend on services. There is a projected underspend on debt costs due to sufficient cash-flow resources held to defer taking new debt during year compared to original budget predictions. | Finance and Transformation |
| An outstanding corporate parent, with all of the young people in our care reaching their full potential | | | | | | | | | | |
| O32 | Care experienced young people 19-21 in Employment, Education and Training (EET) (Explanatory note provided) | Bigger is better | 44% | 5% | 42.40% | 47.82% | 43.50% | 2024/25 West Midlands: 52% Statistical Neighbour: 47.4% England: 54% | Performance has been achieved this quarter. A year-end target has been set of 49%. Targets have been profiled across the year as it can differ depending on the time of year. Performance is higher than this time last year. | Children and Education |
| O33 | Care experienced young people 19-25 in Employment, Education and Training (EET) | Bigger is better | 43.00% | 5% | 41.90% | 43.40% | 42.80% | N/A (DfE Measures 17-18 and 19-21 year olds as benchmarking data) | Performance is better than target this quarter and this time last year. A year-end target has been set of 45%. Targets have been profiled across the year as it can differ depending on the time of year. | Children and Education |
| O34 | The number of apprenticeships filled borough wide by Care experienced Young People and Children in Care | Bigger is better | 15 | 1 | 9 | 12 | 12 | N/A | Opportunities for Care Experienced young people to enter apprenticeships are showcased by the employment and skills team. Employers are being encouraged to generate opportunities. | Children and Education |
| O35 | The number of apprenticeships filled at the Council by Care experienced young people and Children in Care | Bigger is better | 8 | 1 | 8 | 9 | 5 | N/A | It is anticipated numbers in apprenticeship posts will increase due to the recent Council '100 apprenticeship' campaign. | Children and Education |
| An employer of choice with an engaged, high performing workforce | | | | | | | | | | |
| O53 | The number of entry level apprentices starting at the Council | Bigger is better | 100 (2025-26) | 10% | 10 | 18 | N/A | N/A | Recruitment is underway for the next big cohort of apprentice new start and this will start to reflect from Q3. | Assistant Chief Executive |
| O42 | Average working days lost per employee due to sickness absence (Full-time equivalent) | Smaller is better | Q2 = 3.86 | 5% | 2.66 | 6.27 | 5.81 | 9.4 The Year end Median for 19 West Midlands Authorities (Infinistats 2022-23) | The increase of 0.46 days compared to Q2 last year is mainly due to improved sickness absence reporting capability in Fusion compared to the legacy system. | Assistant Chief Executive |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|--|---|--|--------------------------------|------------------|----------------|----------------|-------------------------------------|--|---|---------------------------|
| O43 | Percentage of working days lost due to sickness absence | Smaller is better | 5% | 5% | 4.91% | 5.52% | 5.12% | 3.4% CIPD Health & Wellbeing At Work Survey 2023 | Performance reflects increase in average working days lost. | Assistant Chief Executive |
| O45 | Percentage staff turnover (the rate at which employees leave an organisation and are replaced by new hires) | Smaller is better | 15% or less | 5% | 1.60% | 3.60% | 3.90% | 15.2% Median for 17 West Midlands Authorities (Infinistats 2022-23) 14% Median for LGA (2020/21) | Performance remains well within the target threshold. | Assistant Chief Executive |
| O46 | The number of employees who leave the Council voluntarily, as a percentage of the total number of employees that leave the Council (Voluntary turnover) | Smaller is better | 10% or less | 5% | 0.80% | 1.80% | 1.90% | 9.41% Median for 17 West Midlands Authorities (Infinistats 2022-23) | Performance remains well within the target threshold. | Assistant Chief Executive |
| 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 | N/A | N/A | 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 | 18% (13) | N/A | N/A | Significant work has been carried out alongside members to co-design a refreshed member development strategy, member induction plan and to revitalise the member PDP process to ensure collaboration and engagement with members, identifying pathways for members as part of their learning and development. Training from the Local Government Association (LGA) is also being promoted and offered to elected members. Member PDP's will be completed from August 2025. Given this work only started mid way through Q2, the target of 50% is not applicable and a RAG rating has not been provided. | Assistant Chief Executive |
| All of our residents, including our children and young people, are active participants in influencing change – through being listened to, their opinions are heard and valued | | | | | | | | | | |
| O49 | The number of residents who think Sandwell Council acts on the concerns of local residents as outlined in our annual Residents Survey | Bigger is better | NA - target to be set for 2026 | 5% | Annual | 62% | 56% | 53% (2024 LGA Benchmark) | Performance against this measure in 2025 (62%) is 6% higher than last year (56%). This measure is part of the Sandwell Council Residents' Survey carried out July 2025. The survey interviewed a sample of 1,129 Sandwell residents face to face. The focus of the survey is to understand how they feel about their local area and the services Sandwell Council provides. | Assistant Chief Executive |

| CP & D reference | CP Indicator | Value (Bigger is better or smaller is better) | Target | Target Tolerance | Q1 Performance | Q2 Performance | This Time Last Year (Q2 2024/25) | Benchmark | Commentary | Directorate |
|------------------|---|--|---|------------------|----------------------|----------------|-------------------------------------|-----------|---|---------------------------|
| 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 | SHAPE - 47 | N/A | TBC | Schools have been engaged through the SHAPE Survey, SHAPE Youth Forum, development of the Children and Young People's Engagement Strategy and SHAPE Festival. | Assistant Chief Executive |
| O52 | The number of staff that have undertaken Children's rights impact assessments training (Explanatory note provided) | Bigger is better | TBC | N/A | N/A | N/A | N/A | TBC | To be reviewed in line with the Child Friendly Development Priority Action Plan | Assistant Chief Executive |

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. |

| CP reference | CP Indicator | Notes |
|-------------------------------------|--|---|
| L18a - L18f | <p>The percentage of gas safety checks that have been completed in council owned housing properties</p> <p>The percentage of fire safety checks that have been completed in council owned housing properties</p> <p>The percentage of asbestos safety checks that have been completed in communal areas of council owned housing properties</p> <p>The percentage of water safety checks that have been completed in council owned housing properties</p> <p>The percentage of passenger lifts in communal areas of council owned stock that have had a safety check carried out</p> <p>The percentage of 5 yearly electrical safety checks that have been completed in council owned housing properties</p> | <p>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.</p> |
| 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)) | <p>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.</p> <p>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.</p> |
| 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 | | |

| CP reference | CP Indicator | Notes |
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| 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: <ul style="list-style-type: none"> •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. |

| CP reference | CP Indicator | Notes |
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| O52 | The number of staff that have undertaken Children's rights impact assessments training | <p>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.</p> <p>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.</p> <p>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.</p> |